

# Finding Health and Wellness @ the Library:

## A CONSUMER HEALTH TOOLKIT FOR LIBRARY STAFF



[www.library.ca.gov/lds/docs/HealthToolkit.pdf](http://www.library.ca.gov/lds/docs/HealthToolkit.pdf)

A PROJECT OF



California  
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## FOREWORD

Studies show that by 2011, our nation will be spending more than \$2.8 trillion on health care, nearly a fifth of our nation's GDP – double that of any other nation. The most significant growth in health care spending, according to the Public Health Institute, stems from an increase in the growing burden of chronic diseases linked to modifiable population risk factors such as obesity and stress. Since the devastating effects of such chronic illnesses can often be prevented or controlled by adopting healthy behaviors, health promotion has been identified as holding great potential for reducing health care costs for all. (Thorpe, The Rise in Health Care Spending and What To Do About It, Health Affairs, Nov/Dec 2005.)

In fact, many researchers have reached the conclusion that environmental and behavioral factors are more powerful determinants of health than are genetics or access to medical care. It's why a significant component of the Healthcare Reform Act of 2010 will specifically focus on prevention and wellness programs to improve the general health of the American people. This focus presents an opportunity for health care providers and other community entities, including public libraries, to identify and implement sustainable, cost-effective approaches to preventative health. One such approach is providing quality health information that promotes healthy environments and behaviors before the onset of illness or injury, or that helps manage the impact of an illness or injury. A more informed and motivated populace, better able to sustain healthy behaviors, can significantly decrease health care costs by reducing demand for high cost curative interventions. Even more compelling, such an approach can also improve the quality of life for thousands of individuals and their communities.

Given the compelling potential for prevention, helping libraries provide reliable information and resources on health promotion and wellness was identified as a significant and strategic first step for any statewide approach designed to build the capacity of public libraries to provide health information. It is for this reason that the Toolkit's primary focus is on resources that address prevention, wellness and healthy living. Certainly traditional medicine that treats populations at-risk and those that already have illness is exceedingly important and should be part of any high-functioning health system and information service. Extending services through partnerships between libraries, health professionals and community organizations will also contribute to better health for the public. We put forth this Toolkit as a professional development resource and further, as a tool for creating services and partnerships that lead to healthier communities.

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# HOW TO USE THIS TOOLKIT

## Organization and Features

This professional development Toolkit is divided into six sections: Core Competencies, Health Resources, Consumer Health Information Services, Technology & Health 2.0, Workplace Wellness, and Resources for Health Care Professionals. When used online, the Toolkit includes interactive elements to make it easy to navigate. It can also be used as a printed reference document, with additional features to help you quickly find what you need.

## Table of Contents

The Table of Contents is designed to help you navigate quickly and efficiently through the sections. Just click on the section that you wish to view, and the document will jump to that.

## Web Site Links

All of the web addresses are “live” URLs. Simply click on the link or type it into your browser address bar to view the resource online.

## Icons

The resources in this Toolkit have icons to help you identify the format or content type at a glance. Icons placed to the left of the resource indicate the type of format. If you see an icon but are unsure what it means, move your mouse cursor over the icon to see a pop-up box with a description.

Icons to the left of the resource indicate the type of format, such as book, PDF document, video, audio or DVD. The eLearning icon refers to online training materials.

Note: Annotations without a format icon simply indicate a web site or individual web page



Book: printed resource



PDF: good format for printing or sending by email



Video: streaming video or downloadable file



Audio: streaming audio, podcast, MP3, or content with audio



DVD/CD: available as a DVD or CD



eLearning: tutorial, webinar, online course or other electronic training resource

Content type is specified by icons placed to the right of the URL. At a glance, users can spot items that are easy-to-read, in Spanish or in multiple languages.



Easy-to-Read: easier to understand materials, written in plain language, may include illustrations and multimedia



Spanish Language: resource is in Spanish or contains information in Spanish



Multilingual Resources: content is available in multiple languages.

## Feedback

Your comments are important to us! Please help us improve this Toolkit by sending suggestions for resources, corrections, or other comments to [healthtoolkit@gmail.com](mailto:healthtoolkit@gmail.com).

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# CORE COMPETENCIES

## Introduction

Providing quality health information services to the public requires library staff to possess a unique set of competencies. A search for existing guidelines located several lists were either too broad, too narrow or outdated. A current, concise list specific to this area was clearly needed. An advisory group of public librarians, consumer health librarians, health educators, and health care professionals offered input on the necessary skills and knowledge needed to provide health information services to library patrons. The resulting selection of Core Competencies is presented on the following page. Collectively, they form a checklist of skills that enable library staff to effectively meet the health information needs of their communities.

The Competencies relate to knowledge of the consumer health environment and skills in providing health information services. Solid knowledge of the subject matter and the ability to communicate well are examples. Similarly, understanding the community, recognizing cultural barriers and knowing about issues surrounding health literacy are all vital in providing quality services. Although the competencies have some overlap, each item also stands on its own. Please note that competencies are not ranked in order of importance; each element is an essential component of a larger skill set. The rest of the Toolkit provides tools and resources to build skills and understanding of these topics.

While the authors considered including desirable personality traits and characteristics, ultimately they chose to include only the skills and knowledge specific to consumer health issues. Anyone serving the public will do well to have an open mind, to be welcoming, and to have a strong service ethic, as a few examples of effective traits. Library staff can learn more about these important behaviors and characteristics are available in the Reference Services subtopic in the Consumer Health Services section.

Each library staff member will have a unique range and level of skills - some will be highly skilled and experienced, while others may be new to the field and just starting to acquire the skills required to provide excellent service. Library staff can tailor the list to their unique skill levels and use it to identify strengths and weaknesses. This section includes links to organizations

that provide training for library staff, plus links to tutorials, presentations, and training modules that correspond to the competencies. Most training materials are free or available at low cost.

Note: Additional trainings that relate to the identified competencies will be added to this document as they become available in the fall of 2010 and throughout 2011.

## Objectives

In this section, users will be able to:

- Learn the essential competencies required to provide excellent consumer health services to members of the public
- Utilize the competencies list to determine areas of expertise and areas that need improvement
- Build on existing skills and learn new ones by participating in an online class, attending a webinar, going through tutorials, or taking advantage of many other educational and professional development offerings



## Core Competencies for Providing Consumer Health Information Services:

Public and consumer health librarians are essential for linking patrons from all walks of life to quality health information in appropriate formats. The following eight core competencies will help librarians and library staff provide outstanding consumer health services and extend the role of the library with regard to building healthy communities.

### **Know the Community**

Know the characteristics of the community served by the library, including demographics, special populations, and needs of community members. Understand that cultural beliefs, customs and values of different cultures can influence thoughts and actions around health, illness and health care decisions. Have awareness of cultural and ethnic groups in the community, and be respectful and responsive to all user groups.

### **Know the Health Consumer**

Understand the principles and practices related to providing appropriate, relevant information services to meet the needs of different types of users, including patients, caregivers, educators, students and health practitioners. Understand and respond to the issues and barriers faced by health information seekers.

### **Knowledge of Subject Matter and Existing Resources**

Solid knowledge of specific resources for general and specialized health topics is essential, as well as resources for specific population groups or for users with special needs. Know the library's print collection, both circulating and reference materials. Be well-versed in library subscription databases, including the coverage of materials, currency and appropriateness for specific requests. Have knowledge of quality web-based resources, and strive to stay current as resources change or are replaced with new resources.

### **Evaluation**

Understand the principles of evaluating consumer health information for quality. Apply quality criteria when selecting items for the collection. Have the ability to critically examine and filter materials from web-based and other resources when choosing an appropriate resource for a particular patron.

### **Communication and Instruction**

Know and apply effective communication techniques; understand and apply the additional components of health reference interviewing. Be able to recognize and take advantage of teachable moments with patrons. Effectively teach users how to use search engines, library catalogs and subscription databases, reference materials, and online resources. Provide library patrons with evaluation criteria and guidance for finding appropriate health materials.

### **Literacy and Health Literacy**

Understand the related issues of literacy and health literacy and the principles and practices of serving users with low literacy skills or low health literacy, including knowledge of understandable and appropriate print, online and multimedia health materials. Be able to gauge the readability of a resources, and be aware of signs of low literacy in patrons.

### **Technology**

Understand current technology used by patrons within and outside of the library. Have proficiency assisting users with library computers, the library catalog, subscription-based health information resources, Internet search, and web-based health resources. Be aware of emerging technology trends in health-related social networking, mobile access, electronic health records and personal health records.

### **Ethical and Legal Issues**

Understand ethical issues surrounding the provision of medical information, including the use of discretion and the patron's need and right to privacy. Know and apply the library's policies regarding the use of disclaimers when providing medical information. Provide recommendations for health information resources only; never provide medical advice. Understand the limitations of the librarian's role, and refer patrons to a health professional when appropriate.



## Core Competencies

### Guidelines

#### Guidelines for Providing Medical Information to Consumers

The Connecticut Consumer Health Information Network created guidelines to help reference librarians and other library staff answer consumer health and medical questions from library users.

<http://library.uchc.edu/departm/hnet/guidelines.html>

#### Professional Development for Consumer Health

Use these tools from the National Network of Libraries of Medicine (NN/LM) to help assess your skills and deficiencies.

<http://nnlm.gov/outreach/consumer/profdevelopment.html>

#### The Librarian's Role in the Provision of Consumer Health Information and Patient Education

Recently updated in 2010, this policy statement from the Consumer and Patient Health Information Section (CAPHIS) of the Medical Library Association details librarians' roles in the following eight broad areas: collection management, knowledge and resource sharing, advocacy, access and dissemination of information, education, and research.

<http://caphis.mlanet.org/chis/librarian.html>

### COMPETENCIES STATEMENTS FROM PROFESSIONAL ORGANIZATIONS

#### Competencies for California Librarians in the 21st Century

From the California Library Association. This is a general list that includes professional and personal competencies. Though not health related, this list may be applicable since the Toolkit is directed toward California librarians.

[http://www.cla-net.org/resources/articles/r\\_competencies.php](http://www.cla-net.org/resources/articles/r_competencies.php)

#### ALA Guidelines for Medical, Legal, and Business Responses

The Reference and User Services Association (RUSA), a division of the American Library Association, provides guidelines for health-related reference services. This list

is very comprehensive but may be a bit outdated as it is from 2001.

<http://www.ala.org/ala/mgrps/divs/rusa/resources/guidelines/guidelinesmedical.cfm>

#### Competencies for Info Pros: Competencies for Information Professionals from the Special Libraries Association

This comprehensive list from the Special Libraries Association covers professional, personal and core competencies.

[http://www.sla.org/PDFs/Competencies2003\\_revised.pdf](http://www.sla.org/PDFs/Competencies2003_revised.pdf)

### TUTORIALS AND TRAINING TO BUILD COMPETENCIES

#### Spotlight! On National Library of Medicine Resources

The staff at the NN/LM Mid-Continental Region presents monthly webinars on resources from the National Library of Medicine. These timely webinars are archived and available for anyone to see. For the complete list of archived recordings and upcoming topics, visit the link below.

<http://nnlm.gov/mcr/services/updates/spotlightresources.html>

#### Distance Learning - Webcasts, Webinars, and Training

This page from NN/LM Pacific Southwest Region lists the Health e-Show series of archived webinars created in a partnership with Infopeople. The series covers many relevant topics related to consumer health services in a public library setting, including health reference, health resources for special populations, health literacy, and much more. Although the series is now somewhat outdated, more webinars and training sessions are planned through Infopeople. Links to additional training from NN/LM PSR and the National Library of Medicine can also be found on this page.

[http://nnlm.gov/psr/training/distance\\_learning/index.html](http://nnlm.gov/psr/training/distance_learning/index.html)

## Core Competencies

### Unified Health Communication (UHC): Addressing Health Literacy, Cultural Competency, and Limited English Proficiency

This is a free online course from the Health Resources and Services Department (HRSA) of the U.S. Department of Health and Human Services. This course comes in two formats: UHC 101 offers continuing education credits (CEU/CE, CHES, CME, CNE), while HC 100 has no credits. Please refer to the web site for more details.

<http://www.hrsa.gov/healthliteracy/>

### National Library of Medicine Training Manuals and Resources

This web site offers several links to course materials and information on professional development courses offered by NLM.

[http://www.nlm.nih.gov/pubs/web\\_based.html](http://www.nlm.nih.gov/pubs/web_based.html)

### Helpful Tip:

The National Network of Libraries of Medicine (NN/LM) is comprised of eight regions, or Regional Medical Libraries (RMLs). Each regional office has a consumer health librarian on staff. Public libraries throughout the United States are encouraged to contact the RML in their region to learn about free resources, training opportunities and services offered. Visit the main web site and click on the appropriate section of the map to be directed to the NN/LM web site in your area.

<http://nnlm.gov>

## LIBRARY TRAINING ORGANIZATIONS

### Infopeople

Infopeople functions as the training arm of the California State Library. Infopeople provides a wide variety of training in a variety of formats. Visit the web site to view archived webinars and download associated training materials and handouts.

<http://infopeople.org/>

### WebJunction

WebJunction strives to create learning opportunities by providing affordable training through online learning communities. “Our vision is to be the place where the worldwide library profession gathers to build the knowledge, skills and support we need to power vibrant, relevant libraries.”

WebJunction offers free and discounted courses to members of their Community Partner Program.

<http://www.webjunction.org/home>

[http://www.webjunction.org/accounts/#understanding\\_affiliations](http://www.webjunction.org/accounts/#understanding_affiliations)

# HEALTH RESOURCES

## Introduction

Today's health care environment requires that patients take a more active role in their medical care than ever before. Patients are taking responsibility for learning about how to live healthier, understanding treatment options for health conditions, and communicating more effectively with their doctors.

Public libraries are vitally important for helping health consumers find the information they need, not only for receiving better health care from providers, but for better self care as well. Some library patrons may seek information when they are just beginning to contemplate a behavior change; some are already on the path to wellness and need more in-depth knowledge, and others may need information on how to live well with illness. This Toolkit provides a wide variety of quality resources to honor each patron's unique journey toward wellness.

The resources in this Toolkit were specifically chosen by library professionals to provide librarians and consumers with the best information for disease prevention, wellness, and healthy living. We purposely did not include references specific to diagnosis and treatment of conditions and illness, because of the availability of other excellent free resources that address those issues. Perhaps the most noteworthy and reliable is MedlinePlus.gov, the consumer health resource from the National Library of Medicine, which provides links to authoritative information on nearly every health topic. Very few links are included in the Toolkit for MedlinePlus, as it is assumed that librarians will use it and the other recommended general health resources as a starting point in addition to the topic-specific resources listed here. Although it was not possible to include every worthwhile resource, the selections here are all high-quality materials and web sites that librarians and consumers can trust.

While we believe that public libraries are a valuable community resource for consumer health information, we also recognize the vital role of medical care with regards to wellness. Health care professionals not only provide preventive services needed for healthy living, but they are also the main sources of health information for most consumers. The resources here are not meant to replace health care services but rather to give patients, in partnership with their health care team, the knowledge and tools necessary to make informed health decisions and get the care they deserve.

## Objectives

- Provide librarians with the best resources on disease prevention, wellness, and living healthy lifestyles
- Provide those dealing with a chronic disease or condition with quality resources on coping with and effectively managing their condition for optimum health
- Inspire a greater appreciation for the power of health promotion and wellness education in individuals, organizations and communities



### General Health Resources

#### MedlinePlus.gov

With the recent launch of its redesigned site, MedlinePlus offers more features and is easier to use than ever. From the National Library of Medicine, MedlinePlus has extensive information in English and Spanish, including drug information, an illustrated medical encyclopedia, interactive patient tutorials, and the latest health news. The site provides videos and health check tools for learning about health, and offers a growing collection of trustworthy materials in over 45 languages. The site brings together authoritative information from the National Institutes of Health (NIH), other government agencies and health-related organizations, making it the first choice for online health information for librarians and consumers.

<http://medlineplus.gov> 

<http://medlineplus.gov/spanish/> 

#### NIH Senior Health

This easy-to-use web site features basic health and wellness information of interest to older adults from the National Institutes of Health. The site is designed especially for older adults, who can use the buttons at the top of each page to make the text larger, change text color, or hear the text read aloud.

<http://nihseniorhealth.gov>

#### Healthfinder.gov

From the U.S. Department of Health and Human Services, Healthfinder is designed to be easy-to-use. Here you will find information and tools to help you and those you care about stay healthy.

<http://www.healthfinder.gov/>

<http://www.healthfinder.gov/espanol/> 


#### National Library of Medicine (NLM)

The NLM web site is a vital resource for librarians, the public, health professionals, and researchers. Users can access MedlinePlus, Pubmed, and other sites from the home page with just a click. Explore the List of NLM Databases and Resources link to learn more about the extensive collection of electronic resources.

<http://www.nlm.nih.gov/>

#### NOAH: New York Online Access to Health

NOAH provides links to high quality consumer health information that is accurate, timely, relevant and unbiased. Librarians and health professionals select and organize the information, creating a user-friendly and informative health information site. The homepage is bilingual; on other pages, the Spanish version is accessed by clicking the Vaya al español link.

<http://www.noah-health.org> 

#### Agency for Healthcare Quality and Research (AHRQ)

This agency provides excellent materials related to patient safety, staying healthy, patient-doctor communication, health literacy, and understanding medical treatments. Campaigns such as the Questions are the Answer and Superhéroes (for Spanish speakers) are excellent resources for consumers.

<http://www.ahrq.gov/consumer/>

<http://www.ahrq.gov/consumer/espanoix.htm> 

<http://www.ahrq.gov/superheroes/> 

#### KidsHealth.org

The premier, online resource for kids health information, KidsHealth is divided into three main sections: Parents, Kids, and Teens. Each section has significant content available in Spanish, accessible by clicking the En Espanol button (bottom of left sidebar).

<http://kidshealth.org/> 

#### Helpful Tip:


Did you know that MedlinePlus is available for mobile phones? Now you can check for drug side effects while you wait in line at the pharmacy, or look up answers to your health questions wherever you are. Type in [m.medlineplus.gov](http://m.medlineplus.gov) in your browser to try it out!

### Health Topics

#### ALZHEIMER'S DISEASE

##### **If You Have Alzheimer's Disease – What You Should Know, What You Should Do**

A link to this easy-to-read brochure from the Alzheimer's Association lends basic understanding and support.

[http://www.alz.org/national/documents/brochure\\_ifyouhave\\_earlystage.pdf](http://www.alz.org/national/documents/brochure_ifyouhave_earlystage.pdf) 

##### **Coping with and Managing Alzheimer's Disease**

If you have been diagnosed with Alzheimer's disease, this site from the Alzheimer's Association can provide you with help, support, and inspiration to make your years ahead the best they can be. Here you will find tips on keeping your independence, making job decisions, sharing your diagnosis with family and friends, and more. Translations in Chinese and other languages are also available at the site.

[http://www.alz.org/living\\_with\\_alzheimers\\_if\\_you\\_have\\_alzheimers.asp](http://www.alz.org/living_with_alzheimers_if_you_have_alzheimers.asp)

<http://www.alz.org/espanol/overview-espanol.asp> 

[http://www.alz.org/alzheimers\\_disease\\_languages.asp](http://www.alz.org/alzheimers_disease_languages.asp) 

##### **Can Alzheimer's Disease Be Prevented?**

Recent research from the National Institute on Aging is raising hopes that someday it might be possible to delay the onset of Alzheimer's disease, slow its progress, or even prevent it altogether. Learn how you may be able to influence some of the risk factors that increase the likelihood of developing Alzheimer's.

[http://www.nia.nih.gov/NR/rdonlyres/63B5A29C-F943-4DB7-91B4-0296772973F3/0/PreventAlzBkletBLU\\_042909.pdf](http://www.nia.nih.gov/NR/rdonlyres/63B5A29C-F943-4DB7-91B4-0296772973F3/0/PreventAlzBkletBLU_042909.pdf)

##### **Inside the Brain: Unraveling the Mystery of Alzheimer's Disease**

Acquaint yourself with the anatomy and physiology of the disease. This visually stunning video from the National Institute on Aging shows the intricate mechanisms involved in the progression of Alzheimer's disease.

<http://www.nia.nih.gov/Alzheimers/ADVideo/>

##### **Alzheimer's Disease Caregiving: a Resource List, and Caring for a Person with Alzheimer's Disease**

Are you a caregiver of a loved one with Alzheimer's disease? This list of resources from the National Institute on Aging can help you prepare for the many challenges ahead. Included are resources on coping with emotions and stress, as well as some materials in Spanish. Caring for a Person with Alzheimer's Disease contains helpful tips for caregivers, information on home safety and how to find support groups.

<http://www.nia.nih.gov/Alzheimers/Publications/resourceelist.htm>

<http://www.nia.nih.gov/Alzheimers/Caregiving/HomeAndFamily/>

##### **Caring for Alzheimer's – from the Alzheimer's Association**

Learn how, through your informed and sensitive caregiving skills, you can make sure that your loved one feels supported and is living as full a life as possible. You can also ensure that you are taking steps to preserve your own well-being. The third link below is for basic information in many other languages.

[http://www.alz.org/living\\_with\\_alzheimers\\_caring\\_for\\_alzheimers.asp](http://www.alz.org/living_with_alzheimers_caring_for_alzheimers.asp)

<http://www.alz.org/espanol/care/cuidadores.asp> 

[http://www.alz.org/alzheimers\\_disease\\_languages.asp](http://www.alz.org/alzheimers_disease_languages.asp) 

##### **Modifying Your Home for Alzheimer's Disease Patients**

The Fisher Center for Alzheimer's Research Foundation provides information for caregivers for home safety. Factors in the physical environment can greatly impact the behavior of a person with Alzheimer's. Making changes and adjustments to the home environment can help make day-to-day activities easier and safer and can reduce specific symptoms, such as wandering.

<http://www.alzinfo.org/alzheimers-treatment-modifying.asp>

##### **Connecting the Dots: Breakthroughs in Communications as Alzheimer's Advances**

By Judith L. London, 2009, New Harbinger, ISBN-13: 978-1-57224-700-0

The author shares techniques for communicating



## Health Resources

with loved ones suffering from Alzheimer's, offering hope and encouragement to caregivers and relatives. Dr. London provides advice based on research and experience, plus actual stories to provide an uplifting book for those struggling to cope.

### **Still Alice**

by Lisa Genova, 2007, Gallery, ISBN-13: 978-1-4391-0281-7

Still Alice is a fictional novel about a female professor who is diagnosed at age 50 with early onset Alzheimer's Disease. The author is a neuroscientist from Harvard and her book is full of fact and insight, as well as a highly readable story about the main character, her experiences with family and colleagues, and the changes that occur as her disease progresses. Even though this book is fictional, it is recommended for any library's collection.

## ARTHRITIS

### **Arthritis Foundation: Take Control. We Can Help.**

The Arthritis Foundation's web site offers information on how to live well with arthritis, the latest research, and how to get involved in advocacy and local fundraising events. Click on the Arthritis Today tab to read the Arthritis Foundation's latest online newsletter which includes an Expert Q & A plus tips on staying fit, eating right, and making everyday activities more manageable.

<http://www.arthritis.org/>

### **Top Ten Tips for Coping with Arthritis – from the American Pain Foundation**

Follow these ten manageable steps to take control of your arthritis and start living well!

<http://www.painfoundation.org/learn/library/top-ten-tips/arthritis.html>

### **Healthy Joints for a Lifetime – from NIH MedlinePlus: The Magazine**

This article from the spring 2009 issue includes information on advances in orthopedic health and disease treatment and fast facts on arthritis, and a list of common problems to watch out for in each major joint of the body. Click the second link for a useful, full

color PDF about the joints of the body.

<http://www.nlm.nih.gov/medlineplus/magazine/issues/spring09/articles/spring09pg10-11.html>

<http://www.nlm.nih.gov/medlineplus/magazine/issues/spring09/images/movingparts.pdf>

## ASTHMA

### **Asthma: Lifestyle Management**

How does asthma affect your day-to-day activities? Learn some great tools to help you take control and manage asthma every day. This site from National Jewish Health is helpful for anyone with asthma, including such topics as nutrition management, exercise, and an action plan for managing the disease.

<http://www.nationaljewish.org/healthinfo/conditions/asthma/lifestyle-management/index.aspx>

### **The Cleveland Clinic's Exercise and Asthma Section**

Don't use asthma as an excuse to avoid exercise. Here are some tips to get you moving and to help you maintain an active lifestyle.

[http://my.clevelandclinic.org/disorders/Asthma/hic\\_Exercise\\_and\\_Asthma.aspx](http://my.clevelandclinic.org/disorders/Asthma/hic_Exercise_and_Asthma.aspx)

### **For Teens: How Can I Deal With My Asthma?**

Here are some tips for teens with asthma. In this section of KidsHealth.org, teens with asthma can learn some simple steps to help with common issues and problems. (Note: there is also information for younger kids in the Kids section of the site).

[http://kidshealth.org/teen/diseases\\_conditions/allergies\\_immune/asthma.html](http://kidshealth.org/teen/diseases_conditions/allergies_immune/asthma.html)

[http://kidshealth.org/teen/en\\_espanol/enfermedades/asthma\\_esp.html](http://kidshealth.org/teen/en_espanol/enfermedades/asthma_esp.html) 

### **Asthma: an Introduction (Easy-To-Read)**

Get answers to some of your questions about asthma. This short handout from Healthy Roads Media can help provide basic information about this disease.

<http://www.healthyroadsmedia.org/english/Files/pdf/EngIntroAsthma.pdf> 



## Health Resources

### **PDF** Asthma and Children: A Guide to Coping

If your child has been diagnosed with asthma, a key to coping is to become as informed as possible about the condition and how to control it. Here are some tips from Healthy Roads Media to help you and your child deal with asthma. This printable PDF is also available in Spanish, Russian and Vietnamese.

<http://www.healthyroadsmedia.org/english/Files/pdf/EngAst.pdf> **EASY**

<http://www.healthyroadsmedia.org/topics/asthma.htm>

**MULTI**

### Asthma Life Quality Test (Health Check Tool)

This simple test from the American College of Allergy, Asthma & Immunology (ACAAI) may help improve your quality of life. Answer the yes or no questions to find out how to reduce your asthma symptoms and test your knowledge.

<http://www.acaai.org/patients/quizzes/Pages/life-quality-test.aspx>

<http://www.acaai.org/patients/quizzes/Pages/asma.aspx>

**SPAN**

### Asthma Life Quality Test: Kids' Asthma Check: For Ages 1-8

If you've been told your child has asthma, or if your child has trouble breathing when running or playing hard, take this simple Kids' Asthma Check.

<http://www.acaai.org/patients/quizzes/Pages/kids-asthma-check.aspx>

<http://www.acaai.org/patients/quizzes/Pages/kacspanish1.aspx> **SPAN**

### Asthma Life Quality Test: Kids' Asthma Check: For Ages 8-14

Kids: If you've been told you have asthma, or if you have trouble breathing when you run or play hard, take this simple Asthma Check from the American College of Allergy, Asthma & Immunology (ACAAI).

<http://www.acaai.org/patients/quizzes/Pages/kids-asthma-check-2.aspx>

<http://www.acaai.org/patients/quizzes/Pages/kacspanish2.aspx> **SPAN**

### Asthma Diary and Action Plan - From KidsHealth.org

Use this diary and action plan to chart your asthma symptoms, triggers, medications, and more. These tools can help you track and manage your asthma for a better quality life. Although designed by KidsHealth for children, the tools are also useful for adults. The first link below is for the asthma diary, and the second link is for the action plan.

[http://kidshealth.org/kid/asthma\\_basics/monitoring/asthma\\_diary.html](http://kidshealth.org/kid/asthma_basics/monitoring/asthma_diary.html)

[http://kidshealth.org/kid/asthma\\_basics/monitoring/action\\_plan\\_sheet.html](http://kidshealth.org/kid/asthma_basics/monitoring/action_plan_sheet.html)

## CAREGIVING

### Family Caregiver Alliance

The emotions, daily tasks and overall responsibilities as a new caregiver may seem overwhelming. This site provides a wealth of information including tips and support for the caregiver, including caregiving information and advice, fact sheets, and special topic discussion groups.

<http://www.caregiver.org/>

### Taking Care of You: Self-Care for Family Caregivers

Caring for yourself is one of the most important and most often forgotten things you can do as a caregiver. Take care of your needs, and the person you care for will benefit, too. Here you will find tools for reducing personal stress, setting goals, and communicating constructively.

[http://caregiver.org/caregiver/jsp/print\\_friendly.jsp?nodeid=847](http://caregiver.org/caregiver/jsp/print_friendly.jsp?nodeid=847)

### **PDF** So Far Away: Twenty Questions for Long-Distance Caregivers

If you are faced with the care of a loved one who does not live nearby, this 48-page booklet from the National Institute on Aging can give you ideas and resources that can help make long-distance caregiving more manageable and satisfying. Its focus is on the issues that are unique to long-distance caregiving, including finding help in the community, determining what help is needed, and how to get the most out of visits.

[http://www.nia.nih.gov/NR/rdonlyres/5D1DCFC1-4E53-4788-B35F-02ADB61DF2F9/0/So\\_Far\\_Away\\_FINAL707.pdf](http://www.nia.nih.gov/NR/rdonlyres/5D1DCFC1-4E53-4788-B35F-02ADB61DF2F9/0/So_Far_Away_FINAL707.pdf)

## Health Resources

### **PDF** Caring for the Caregiver

If you are a caregiver of a loved one with cancer or other illnesses, you need to learn ways to take care of yourself. These pages from the National Cancer Institute address such issues as coping with stress and feelings of being overwhelmed, having other people help you manage tasks, and joining a caregiver support group. Copies of this booklet can also be downloaded as a PDF file or ordered for free.

<http://www.cancer.gov/cancertopics/caring-for-the-caregiver/allpages>

<http://www.cancer.gov/espanol/cancer/cuidadores> **SPAN**

### Caring for Someone with AIDS at Home

Caring for someone with AIDS is a serious responsibility with special challenges. By working together with that person, you can reach mutual decisions about what needs to be done, how much you can do, and when additional help is needed. Included in this brochure from the Centers for Disease Control and Prevention is information on providing emotional support, guarding against infections, and protecting yourself as a caregiver.

<http://www.cdc.gov/hiv/resources/brochures/careathome/print/index.htm>

<http://www.cdc.gov/hiv/spanish/resources/brochures/careathome/index.htm> **SPAN**

### CalQualityCare: your guide to long term care in California

Whether you need long term care assistance at home or in a facility, this site provides details about agencies and facilities in your area. There are thousands of long term care providers in California; this is a non-profit site where consumers can find unbiased information and ratings about the quality of care they deliver.

<http://www.calqualitycare.org/>

## CANCER

### American Cancer Society

This all in one site can be your starting point for overall information on types of cancer and treatment, helpful information for patients and families, and management of your cancer experience. You will also find support programs and services. There are additional resources for lowering your cancer risk. The third link listed here is for Asian language materials.

<http://www.cancer.org/docroot/home/index.asp>

<http://www.cancer.org/Espanol/index> **SPAN**

<http://www.cancer.org/AsianLanguageMaterials/index> **MULTI**

### National Cancer Institute

This comprehensive site from one of the National Institutes of Health offers extensive explanation and treatment information about all types of cancer. NCI also wants to increase awareness and use of palliative care for people with cancer. Palliative care offers support and comfort to patients and their loved ones from diagnosis through recovery or during recurrence, advanced disease, and at the end of life.

<http://www.cancer.gov/>

<http://www.cancer.gov/espanol> **SPAN**

### NCI's Dictionary of Cancer Terms

This resource defines more than 6,000 terms related to cancer and medicine.

<http://www.cancer.gov/dictionary/>

<http://www.cancer.gov/diccionario/> **SPAN**

### Cancer.Net

This is the consumer information site from the American Society of Clinical Oncology. The site includes information on 120 types of cancer, strategies for coping and healthy living after diagnosis. Cancer.Net En Español provides information for Spanish speakers as well.

<http://www.cancer.net/portal/site/patient>

<http://www.cancer.net/patient/Cancer.Net+En+Espa%C3%B1ol> **SPAN**

### Stories of Hope

From the American Cancer Society, this page includes personal stories of recovery and hope. The second link provided is for the Cancer Survivors Network, where patients can share their own stories and connect with others for support.

[http://www.cancer.org/docroot/fps/fps\\_0.asp](http://www.cancer.org/docroot/fps/fps_0.asp)

<http://csn.cancer.org/>

### CancerCare: Professional Support for People Affected by Cancer

Since 1944, CancerCare's professional oncology social workers have provided counseling, support groups, education, financial assistance, and practical help free of charge. Services are specifically designed for people with cancer and the loved ones and friends closest to them.

<http://www.cancercare.org/>

<http://www.cancercare.org/espanol/> SPAN

### Learn About Your Cancer – from the Cancer Support Community

If you or a loved one has recently been diagnosed with cancer, you may feel overwhelmed. This web site can help you feel more confident about understanding cancer, becoming an active partner with your health care team, ensuring that you have a network of support, and learning how to reduce stress and regain hope.

<http://www.thewellnesscommunity.org/mm/Learn-About.aspx>

<http://www.thewellnesscommunity.org/En-Espanol.aspx>

SPAN

### Managing Side Effects

Find oncologist-approved cancer information from Cancer.Net. The focus is on helping doctors and patients understand and treat the side effects of cancer and cancer therapies.

<http://www.cancer.net/patient/Coping/Emotional+and+Physical+Matters/Managing+Side+Effects>

<http://www.cancer.net/patient/Cancer.Net+En+Espa%C3%B1ol/Control+de+efectos+secundarios>

SPAN

### Coping

Also from Cancer.Net, this page is specifically designed to help people with cancer and their families cope better with all aspects of the disease. Included are such topics as emotional concerns, caring for the whole patient, and caregiving.

<http://www.cancer.net/patient/Coping>

<http://www.cancer.net/patient/Cancer.Net+En+Espa%C3%B1ol> SPAN

### Specific Cancer Sites - Support and Information

#### Help, Hope, and Support for Bladder Cancer

From the American Bladder Cancer Society, this site offers support to bladder cancer patients and survivors by focusing on early diagnosis and quality of life issues. While this site is not as well-designed as some, it offers good resources for bladder cancer patients in chat rooms, blogs, and other forums, as well as additional information on prevention and risk factors.

<http://www.bladdercancersupport.org/>

#### Breast Cancer – Support (from Susan G. Komen for the Cure)

This resource outlines types of physical and emotional support as you go through breast cancer diagnosis, treatment, and recovery. Other issues include support for friends and family, quality of life issues, and stories of support and inspiration.

<http://ww5.komen.org/breastcancer/support.html>

<http://ww5.komen.org/Espanol/Enespanol.html> SPAN

#### Find Support

The Leukemia and Lymphoma Society provides comprehensive support to patients, family, and caregivers, in the form of live online chat groups, family support groups, peer groups, and more. A link to the Blood Cancer Resource Directory connects to organizations that can help you cope with leukemia.

[http://www.leukemia-lymphoma.org/all\\_page?item\\_id=4591](http://www.leukemia-lymphoma.org/all_page?item_id=4591)

[http://www.leukemia-lymphoma.org/all\\_page?item\\_id=466988](http://www.leukemia-lymphoma.org/all_page?item_id=466988) SPAN

### Helpful Tip:

Knowing the risk factors for certain types of cancers can help in developing strategies to reduce that risk. To find out risk factors and steps to take to help prevent cancer, visit any of the main cancer sites. Search by cancer type and key words risk or prevention. Also, remember to visit the Health Topic pages in MedlinePlus.gov for specific cancer types. Each page provides links on prevention, coping and other relevant issues.

### Lung Cancer Support

The Lung Cancer Alliance helps people with lung cancer get the support they need from others who have also been affected by the disease. This support includes a phone buddy program for peer-to-peer support, as well as support groups for lung cancer survivors and their families.

<http://www.lungcanceralliance.org/facing/support.html>

### Skin Cancer Foundation

This well-designed site provides a wealth of information for adults, kids and teens for prevention of skin cancers of all types.

Read the extensive list of skin cancer prevention tips and click on the links for more detailed risk factors and prevention information. Translations to several other languages are available, in addition to international Skin Cancer Foundation web sites.

<http://www.skincancer.org/> MULTI

<http://www.skincancer.org/Guidelines/>

<http://www.skincancer.org/consejos-para-protegerse-contra-el-cer-de-piel.html> SPAN

### Facing Pancreatic Cancer – from the Pancreatic Cancer Action Network

For those who have been recently diagnosed with pancreatic cancer, the Pancreatic Action Network can provide one-on-one support and help connect patients with survivors and caregivers.

[http://www.pancan.org/section\\_facing\\_pancreatic\\_cancer/](http://www.pancan.org/section_facing_pancreatic_cancer/)  
[http://www.pancan.org/section\\_en\\_espanol/index.php](http://www.pancan.org/section_en_espanol/index.php)

SPAN

### PDF Zero: The Project to End Prostate Cancer

The Zero Project strives to reduce the occurrence of prostate cancer through research, education, screening and access to care. This site provides information on testing, prevention and support groups.

<http://www.zerocancer.org/>

### Thyroid Cancer Support Groups – from the Thyroid Cancer Survivors' Association

This is the place to share thyroid cancer information and support. Links take you to local support groups, email support groups, and a person-to-person network designed to address the emotional and psychological needs of people with thyroid cancer, as well as their families and caregivers.

<http://www.thyca.org/support.htm>

<http://www.thyca.org/espanol.htm> SPAN

## CHRONIC OBSTRUCTIVE PULMONARY DISEASE (COPD)

### Living with COPD: for Diagnosed Individuals

Take steps to manage your COPD symptoms and slow the progress of the disease. In this section of the COPD Foundation's web site, you will find information on dealing with some of the challenges that you may face. Included are such issues as maintaining an active lifestyle, increasing air quality in your home, and triggers that can exacerbate your COPD.

[http://www.copdfoundation.org/patients\\_caregivers/diagnosed\\_families\\_caregivers/diagnosed\\_individuals](http://www.copdfoundation.org/patients_caregivers/diagnosed_families_caregivers/diagnosed_individuals)

### PDF Better Breathing with a COPD Diagnosis

This full-color, printable pamphlet from the COPD Foundation's web site provides tips on breathing and living better with COPD.

<http://www.copdfoundation.org/files/BreathingBetterwithCOPD.pdf>

### Nutrition and COPD

Did you know that the food you eat may affect your breathing? If you have COPD, this article from the American Lung Association can provide the information you need about how your diet affects your health. Included are tips on diet, developing a food

## Health Resources

plan, and medical nutrition products.

<http://www.lungusa.org/lung-disease/copd/living-with-copd/nutrition.html>

### COPD Exercise and Activity Guidelines

Through pulmonary rehabilitation and exercise COPD patients can learn how to breathe more easily. The Cleveland Clinic's article includes information on breathing re-training, exercise training, education, and counseling. The second link provides a list of precautions for COPD patients to take when exercising.

[http://my.clevelandclinic.org/disorders/Chronic\\_Obstructive\\_Pulmonary\\_Disease\\_copd/hic\\_COPD\\_Exercise\\_and\\_Activity\\_Guidelines.aspx](http://my.clevelandclinic.org/disorders/Chronic_Obstructive_Pulmonary_Disease_copd/hic_COPD_Exercise_and_Activity_Guidelines.aspx)

[http://my.clevelandclinic.org/disorders/Chronic\\_Obstructive\\_Pulmonary\\_Disease\\_copd/hic\\_COPD\\_Exercise\\_Precautions.aspx](http://my.clevelandclinic.org/disorders/Chronic_Obstructive_Pulmonary_Disease_copd/hic_COPD_Exercise_Precautions.aspx)

### Coping with COPD

By making lifestyle and activity changes, you can take an active role in treating your COPD and help improve your health. Such factors as returning to work, emotional health, family support and stress reduction are discussed in this article from the Cleveland Clinic.

[http://my.clevelandclinic.org/disorders/Chronic\\_Obstructive\\_Pulmonary\\_Disease/hic\\_Coping\\_with\\_COPD.aspx](http://my.clevelandclinic.org/disorders/Chronic_Obstructive_Pulmonary_Disease/hic_Coping_with_COPD.aspx)

### COPD: Emotional Management

It is normal to feel angry, afraid, sad, depressed, guilty, stressed and frustrated because of the many changes in your life with COPD. This section of National Jewish Health addresses these emotions and offers suggestions on how to cope with them.

<http://www.nationaljewish.org/healthinfo/conditions/copd/emotional-management/index.aspx>

### NIH Senior Health's COPD Videos

NIHSeniorHealth provides four informative videos, ranging from 1-3 minutes, on living and coping with COPD. Risk factors for developing this disease are also discussed.

<http://nihseniorhealth.gov/videolist.html#copd>

### Helpful Tip:

#### Living Well with a Chronic Condition

While the focus of the Toolkit is on prevention and wellness, learning how to live well when coping with a chronic disease will improve overall quality of life. When searching resources for diseases and conditions, look for the words coping, management and support, as these key words will bring the helpful information to the forefront.

## COMPLEMENTARY AND ALTERNATIVE MEDICINE

### National Center for Complementary and Alternative Medicine (NCCAM)

The National Center for Complementary and Alternative Medicine (NCCAM) is the leading research agency on complementary and alternative medicine. As part of the National Institutes of Health, NCCAM conducts research on CAM therapies and reports its findings back to the public. The NCCAM web site is consumer-friendly, presenting consumer information prominently on the home page. This site is recommended whenever information is needed about CAM therapies or conditions for which CAM is used.

<http://nccam.nih.gov/>

<http://nccam.nih.gov/health/espanol/> 

### Taking Charge of Your Health - University of Minnesota Center for Spirituality and Healing

The Center for Spirituality and Healing provides excellent information for consumers on complementary therapies and healing practices. This well-designed site is recommended for librarians and consumers for information on complementary practices and conditions that benefit from using complementary approach to healing, finding practitioners, and healthy living.

<http://takingcharge.csh.umn.edu/>



### Selected CAM Resources

#### Consumers, from the American Association of Acupuncture and Oriental Medicine (AAAOM)

AAAOM's mission is "to promote excellence and integrity in the professional practice of acupuncture and Oriental medicine, in order to enhance public health and well-being." This site has information on the history of acupuncture, finding an acupuncturist and which conditions can be helped by acupuncture.

<http://www.aaaomonline.org/default.asp?pagenumber=10>

#### Taking Charge of Your Health: Ayurvedic Medicine, from the University of Minnesota Center for Spirituality and Healing

This site offers an overview of Ayurveda including its philosophy, what to expect when visiting a practitioner, safety concerns, finding a practitioner, and authoritative print resources.

<http://takingcharge.csh.umn.edu/explore-healing-practices/ayurvedic-medicine>

#### **Chiropractic: An Introduction from the National Center for Complementary and Alternative Medicine (NCCAM)**

This Backgrounder provides a general overview of chiropractic from NCCAM. Available in a printable PDF.

[http://nccam.nih.gov/health/chiropractic/D403\\_BKG.pdf](http://nccam.nih.gov/health/chiropractic/D403_BKG.pdf)

#### Hypnotherapy, University of Maryland Medical Center

A general overview of hypnotherapy, plus advice on how to find a hypnotherapist and what to expect during a visit to a hypnotherapist. Many scholarly articles on the subject are included on the site's list of references.

<http://www.umm.edu/altmed/articles/hypnotherapy-000353.htm>

#### Taking Charge of Your Health: Massage Therapy, University of Minnesota Center for Spirituality and Healing

An overview of massage plus an explanation of relaxation vs. clinical styles of massage. This site also

has videos that offer consumers more information.

<http://takingcharge.csh.umn.edu/explore-healing-practices/massage-therapy>

#### **Mindfulness Awareness Research Center (MARC) at UCLA**

This web site provides an excellent bibliography and a list of research articles in support of mindfulness. Guided meditation mp3 audio files are available to download free of charge or listen to streaming audio at the second link provided.

<http://marc.ucla.edu/>

<http://marc.ucla.edu/body.cfm?id=22>

#### **Healing Foods Pyramid, University of Michigan Integrative Medicine**

The Healing Foods Pyramid only features foods that are known to have healing benefits and/or essential nutrients. Click on the "About the Healing Foods Pyramid" link to the left of the pyramid for an informative explanation. A printable PDF is available.

<http://www.med.umich.edu/umim/food-pyramid/index.htm>

[http://www.med.umich.edu/umim/food-pyramid/hr\\_preferred\\_pyramid.pdf](http://www.med.umich.edu/umim/food-pyramid/hr_preferred_pyramid.pdf)

#### Tai Chi for Health Information Center

The American Tai Chi and Qigong Association provides information and articles about ways in which these practices keep people of all ages healthy and physically fit. Of special interest are the links related to using Tai Chi for diabetes, arthritis, mental health and falls prevention.

<http://www.americantaichi.net/TaiChiQigongHealth.asp>

#### **Taking Charge of Your Health: Traditional Chinese Medicine, from the University of Minnesota Center for Spirituality and Healing**

This site provides a concise explanation of Traditional Chinese medicine (TCM), including videos that offer a glimpse of what it is like to receive TCM treatments.

<http://takingcharge.csh.umn.edu/explore-healing-practices/what-traditional-chinese-medicine>



### COMPLEMENTARY THERAPIES FOR CANCER

#### CAM at the National Cancer Institute

The Office of Cancer Complementary and Alternative Medicine (OCCAM) coordinates the activities of the National Cancer Institute (NCI) in the arena of complementary and alternative medicine (CAM). There are several links on this page with excellent information.

<http://www.cancer.gov/cam/>

#### Complementary/Integrative Medicine Education Resources from the University of Texas MD Anderson Cancer Center

M. D. Anderson Cancer Center's Complementary/Integrative Medicine Education Resources (CIMER) Web site is offered to help patients and physicians decide how best to integrate such therapies into their care.

<http://www.mdanderson.org/education-and-research/resources-for-professionals/clinical-tools-and-resources/cimer/index.html>

#### About Herbs, Botanicals, and Other Products

This database from the Memorial Sloan Kettering Cancer Center is an evidence-based resource for the uses of herbs and botanicals. Based on research, the evidence for using a particular herb (either for or against) is presented for treating cancer and other uses. The database has easy-to-understand information for consumers and more detailed, clinical information for health care professionals.

<http://www.mskcc.org/mskcc/html/11570.cfm>

### DIABETES

#### National Diabetes Information Clearinghouse (NDIC)

From the National Institute of Diabetes and Digestive and Kidney Diseases, this site is a portal for diabetes information and publications from authoritative sources. Collections of interest include the following: Easy-to-Read, Spanish language, an A to Z list of diabetes topics, and the Awareness and Prevention Series.

<http://diabetes.niddk.nih.gov/>

<http://diabetes.niddk.nih.gov/dm/ez.asp> **EASY**

<http://diabetes.niddk.nih.gov/spanish/index.asp> **SPAN**

#### 4 Steps to Control Your Diabetes. For Life.

These four steps help people with diabetes understand, monitor, and manage their diabetes to help them stay healthy. This publication is excellent for people newly diagnosed with diabetes or who just want to learn more about controlling the disease. This booklet is available in 16 languages.

<http://ndep.nih.gov/publications/PublicationDetail.aspx?PubId=4> **MULTI**

#### **PDF** Learning About Diabetes

In Spanish and English, several easy-to-read booklets, handouts and patient stories are available from Learning About Diabetes, Inc. The materials help people take care of their bodies and live better with diabetes by eating well and exercising. Two are listed below in English and Spanish; visit the main web site for links to several more.

<http://learningaboutdiabetes.org/downloads/LADexerciseBkEN.pdf> **EASY**

<http://learningaboutdiabetes.org/downloads/LADexerciseBkSP.pdf> **SPAN**

<http://learningaboutdiabetes.org/downloads/LADHealthyEatingEN.pdf> **EASY**

<http://learningaboutdiabetes.org/downloads/LADHealthyEatingSP.pdf> **SPAN**

#### **PDF** Learning About Diabetes Picture Stories

In both English and Spanish, these picture stories are especially geared for children, adults with limited language skills, and people with limited vision.

<http://learningaboutdiabetes.org/veryLowLit.html>

Same link as above **SPAN**

#### Small Steps, Big Rewards: Your Game Plan to Prevent Type 2 Diabetes

This three-booklet package from the National Institutes of Health's National Diabetes Education Program helps people start their own "game plan" to prevent or delay the onset of diabetes. Food and activities log sheets and resource lists for additional information are included. The links include an activity tracker and a fat and calorie counter.

<http://ndep.nih.gov/publications/PublicationDetail.aspx?PubId=71>

<http://ndep.nih.gov/publications/PublicationDetail.aspx?PubId=148> **SPAN**

## Health Resources

### **PDF** **Living with Diabetes: Planning for a Healthy Life**

Learn how to cope with health issues related to your diabetes. Prevent complications and provide support for the whole family with this site from the American Diabetes Association. Click on the links to find helpful information about health check-ups and vaccines, tips for eating healthy and exercising, keeping your home safe, and even maintaining healthy finances. For resources in Spanish, click on the Información en Español link at the top of the page. The entire Planner is available as a pdf file.

<http://www.diabetes.org/living-with-diabetes/planning-for-a-healthy-life/>

<http://www.diabetes.org/assets/pdfs/planning-for-healthy-life.pdf>

### **PDF** **What I Need to Know About Eating and Diabetes**

This booklet from the National Institute of Diabetes and Digestive and Kidney Disease provides information on healthy eating with diabetes. You can take good care of yourself and your diabetes by learning what to eat, how much to eat, and when to eat.

[http://diabetes.niddk.nih.gov/dm/pubs/eating\\_ez/index.htm](http://diabetes.niddk.nih.gov/dm/pubs/eating_ez/index.htm)

[http://diabetes.niddk.nih.gov/dm/pubs/eating\\_ez/Eating\\_Diabetes.pdf](http://diabetes.niddk.nih.gov/dm/pubs/eating_ez/Eating_Diabetes.pdf)

[http://diabetes.niddk.nih.gov/spanish/pubs/eating\\_ez/eatingspan.pdf](http://diabetes.niddk.nih.gov/spanish/pubs/eating_ez/eatingspan.pdf) **SPAN**

### **Avoid Diabetes Burnout: Coping with Diabetes**

Are you experiencing diabetes “burnout”? Are you tired of coping with your condition? These strategies from the Joslin Diabetes Center can help you alleviate the stress of managing your diabetes. Click on the additional links to find information on support groups and other means of support.

[http://www.joslin.org/info/avoid\\_diabetes\\_burnout.html](http://www.joslin.org/info/avoid_diabetes_burnout.html)

[http://www.joslin.org/info/finding\\_the\\_right\\_diabetes\\_support\\_groups.html](http://www.joslin.org/info/finding_the_right_diabetes_support_groups.html)

[http://www.joslin.org/info/how\\_do\\_i\\_get\\_support\\_from\\_family\\_and\\_friends.html](http://www.joslin.org/info/how_do_i_get_support_from_family_and_friends.html)

### **Preventing Diabetes in Special Populations**

#### **PDF** **More Than 50 Ways to Prevent Diabetes – For African Americans**

African Americans are one of the highest risk groups for developing type 2 diabetes. Use these 50 easy tips from the Black Women’s Health Imperative to learn how to make healthy lifestyle choices so you can prevent or delay diabetes.

[http://www.blackwomenshealth.org/clientuploads/diabetes/50Ways\\_tips.pdf](http://www.blackwomenshealth.org/clientuploads/diabetes/50Ways_tips.pdf)

#### **PDF** **Diabetes Prevention and Control: A Guide for Hispanic Americans**

Hispanic Americans are at high risk for developing diabetes. The good news is that by taking action, you can prevent diabetes, as well as prevent serious health problems if you are already diagnosed with diabetes. By following this guide from the American College of Physicians, you and your loved ones can feel better and enjoy a healthier, more fulfilling life.

[http://diabetes.acponline.org/custom\\_resources/patients/diabetesbook\\_en.pdf?dbp](http://diabetes.acponline.org/custom_resources/patients/diabetesbook_en.pdf?dbp)

[http://diabetes.acponline.org/custom\\_resources/patients/diabetesbook\\_esp.pdf?dbp](http://diabetes.acponline.org/custom_resources/patients/diabetesbook_esp.pdf?dbp) **SPAN**

## **DIRECTORIES OF HEALTH ORGANIZATIONS**

### **DIRLINE Directory of Health Organizations**

A national directory of health organizations provided by NLM’s Specialized Information Services (SIS). Users can search for a specific disease, search by an organization’s name, or browse the entire list of organizations.

<http://dirline.nlm.nih.gov/>

### **National Organization for Rare Disorders (NORD)**

The NORD web site includes a database of organizations for rare disorders in addition to the well-known comprehensive disease database which covers over 1,150 diseases.

<http://www.rarediseases.org/>

## Health Resources

### American Medical Association's DoctorFinder

Provides basic professional information on virtually every licensed physician in the U.S, including doctors of medicine and doctors of osteopathic medicine.

<http://dbapps.ama-assn.org/aps/amahg.htm>

## DRUGS AND MEDICATIONS

### Drug Information Portal

The Drug Information Portal gives users a powerful gateway to drug information from the U.S. National Library of Medicine and other key government agencies. Users can search for information on over 17,000 drugs. The portal searches numerous resources simultaneously, and it covers drugs from the time they are entered into clinical trials (Clinicaltrials.gov) through their entry in the U.S. market place (Drugs@FDA). The PubMed link provides medical literature describing research, and TOXLINE provides toxicology literature. Resources such as MedlinePlus provide easy-to-read summaries of the uses and efficacy of a drug.

<http://druginfo.nlm.nih.gov/drugportal/drugportal.jsp>

### DrugDigest's Check Interactions Tool

DrugDigest is a consumer health service from Express Scripts, Inc. The Check Interactions tool allows users to type in the name of two or more drugs, or choose from a list, and view the potential interactions. Information on over-the-counter and prescription medications is included. From the homepage, click on the Check Interactions link at the top of the page.

<http://www.drugdigest.org/>

### Pillbox Beta: Rapid Identification, Reliable Information

Need help identifying your medications? Pillbox can recognize over-the-counter and prescription pills by their imprint, shape, color, size, and score marks. This web site is under development by the National Library of Medicine, the National Institutes of Health, and the U.S. Department of Health and Human Services. (Please note that as of press time, Pillbox is up and running but is still being tested in beta format.)

<http://pillbox.nlm.nih.gov/>

### Medicine Safety: A Toolkit for Families

This excellent resource encompasses safe use, storage, and disposal of drugs; questions for your doctor and pharmacist; drug interactions and side effects, plus drugs of special concern for seniors and links to other resources. Medicine Safety is produced by The Center for Improving Medication Management (The CIMM) and the National Council on Patient Information and Education (NCPIE).

<http://www.learnaboutrxsafety.org/>

### Consumer Reports Best Buy Drugs

This resource will help you talk to your doctor about prescription drugs, and find the most effective and safe drugs for common health conditions – drugs that also give you the best value for your health care dollar. This is a public education project from the Consumers Union (the publisher of ConsumerReports).

<http://www.consumerreports.org/health/best-buy-drugs/index.htm>

<http://www.consumerreports.org/health/best-buy-drugs/reports-spanish.htm> **SPAN**

## EASY-TO-READ AND MULTILINGUAL HEALTH RESOURCES

### MedlinePlus Easy-to-Read Documents

MedlinePlus offers a collection of items designated as “easy-to-read” from trusted sources, information on how to write easy-to-read materials, and interactive tutorials for those with low reading levels.

[http://www.nlm.nih.gov/medlineplus/easytoread/all\\_easytoread.html](http://www.nlm.nih.gov/medlineplus/easytoread/all_easytoread.html) **EASY**



### MedlinePlus Interactive Tutorials

From the Patient Education Institute, the Interactive Tutorials are slide shows on over 165 topics. The self-paced tutorials are written at a sixth grade level, and users can listen at the same time they read the text on the screen.

<http://www.nlm.nih.gov/medlineplus/tutorial.html> **EASY**

### Institute for Healthcare Advancement's What to Do for Health Series

This series of easy-to-read books are useful additions to any library's health collection. The books are

## Health Resources

liberally illustrated, contain no medical jargon and are a resource that can be used by anyone who needs information on each topic. These books are at a third to fifth grade reading level. Sample titles: What To Do For Senior Health, What To Do For Healthy Teeth, What To Do When Your Child Gets Sick, and the newest release: What To Do For Heavy Kids.

[http://iha4health.org/default.aspx/MenutemID/191/MenuGroup/\\_Home.htm](http://iha4health.org/default.aspx/MenutemID/191/MenuGroup/_Home.htm)

### Consumer Health Information in Many Languages Resources

A list of multilingual health resources from National Network of Libraries of Medicine (NN/LM). Resources are divided by health topic and also by language. Twelve languages are represented.

<http://nnlm.gov/outreach/consumer/multi.html> 

### SPIRAL: Selected Patient Information Resources in Asian Languages

SPIRAL aims to increase access to Asian-language health information for consumers and health care providers. The SPIRAL web site is a collection of links to Asian-language patient care documents that have been created by authoritative sources and are freely available on the World Wide Web. Links are organized by topic and language.

<http://spiral.tufts.edu/> 


### Healthy Roads Media

Literacy, health-literacy, illness, aging, disability and language are all issues that can pose barriers to obtaining basic health information. This site contains free health education materials in a number of languages and a variety of formats. They are being developed to study the value of these formats in providing health information for diverse populations in a variety of settings.

<http://www.healthyroadsmedia.org> 

### NIH Publications in Non-English Languages

Compiled by librarians at the National Network of Libraries of Medicine, MidContinental Region, this page is a useful collection of links to all the NIH Institutes that offer multilingual health publications.

<http://nnlm.gov/mcr/resources/community/multilingualNIH.html> 

### Health Information in Multiple Languages

Access all MedlinePlus articles written in a given language accompanied by an English translation from this list of 45+ languages. Users can find articles by language or by health topic.

<http://www.nlm.nih.gov/medlineplus/languages/languages.html> 

### Spanish Language Resources

#### Polyglot v3.0 – Multimedia Medical Spanish & English Translator

Polyglot is a free online multilingual Spanish-English medical translator dictionary. It includes common phrases and situations in medical settings, as well as an audio component so users can hear the pronunciation.

<http://polyglot.topsailmultimedia.com/polyglot.html> 

### Consumer Health Materials in Spanish

Links to nearly 50 U.S. sources of Spanish-language health information sites divided by organization, government agencies, and state resources, from the National Network of Libraries of Medicine (NNLM).

<http://nnlm.gov/outreach/consumer/chspanish.html>

### Información en español (Information in Spanish)

The Agency for Healthcare Research and Quality works to reduce health disparities by providing information to Spanish-speaking Americans about their health and health care. Spanish speakers can find information about health plans, quality of care and safety, quitting smoking, prevention and wellness, and many other timely topics. For example, Consejos de salud para tí (Health Advice for You) is a monthly online health advice column, and Superhéroes is a multimedia Spanish-language campaign that provides information for Hispanics to get the preventive health care tests they need.

<http://www.ahrq.gov/CONSUMER/espanoix.htm> 

<http://www.ahrq.gov/superheroes/index.html> 

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### ENVIRONMENTAL HEALTH AND TOXICOLOGY RESOURCES

#### Household Products Database

Health and safety information on household products from the U.S. Department of Health and Human Services.

<http://householdproducts.nlm.nih.gov/>

#### Tox Town

This interactive site uses multimedia to provide a fun and informative introduction to toxic chemicals and environmental health risks encountered in everyday life, in everyday places.

<http://toxtown.nlm.nih.gov/>

<http://toxtown.nlm.nih.gov/espanol/index.php> SPAN

#### ToxMystery

ToxMystery is the National Library of Medicine's interactive learning site designed to help kids age 7 to 10 find clues about toxic substances that can lurk in the home. With lively animations, sound effects and lots of positive reinforcement, ToxMystery provides a fun, game-like experience, while teaching important lessons about potential environmental health hazards.

<http://toxmystery.nlm.nih.gov/>

To launch the Spanish version, click on the En Español tab in the upper right part of the screen. SPAN

#### LactMed

Part of the Toxicology Data Network (TOXNET) from the National Library of Medicine, LactMed is a peer-reviewed database of articles relating to drug effects on lactation and breastfeeding. For drugs that have a negative effect, alternative drugs are identified.

<http://toxnet.nlm.nih.gov/cgi-bin/sis/htmlgen?LACT>

### FITNESS AND EXERCISE

#### PDF Stay Active and Feel Better

Make physical activity your solution to feeling tired, bored, and out of shape. Here are some fun tips for adding activity to your family's daily routine.

<http://www.healthyroadsmedia.org/english/Files/pdf/EngAct.pdf> EASY

<http://www.healthyroadsmedia.org/spanish/Files/pdf/SpaAct.pdf> SPAN

#### Get Active: The Basics

This site from the US Department of Health and Human Services is a healthy living guide to physical fitness and exercise information, helping people learn how to get started and how to keep going for better health.

<http://healthfinder.gov/prevention/PrintTopic.aspx?topicID=22> EASY

#### How Much Physical Activity Do You Need?

You can reach your physical activity goals by varying the types and amounts of activities each week. Sessions of as little as 10 minutes each make the goals do-able.

<http://www.cdc.gov/physicalactivity/everyone/guidelines/index.html>

#### PDF Physical Activity Routines

This handy table helps people take the first step on the road to fitness.

[http://www.cdc.gov/physicalactivity/downloads/pa\\_examples.pdf](http://www.cdc.gov/physicalactivity/downloads/pa_examples.pdf)

#### Physical Activity Resources from HealthierUS.gov

Stay healthy by being physically active. Learn ways to begin and maintain an activity plan, as well as motivational methods to keep you moving. Among these useful "related links" are "Small Steps" which includes a handy personal (private) tracker and the "Active at Any Size" sites.

<http://www.healthierus.gov/exercise.html#start>

#### Exercise Counts (Health Check Tool)

Find the calories burned in a workout or activity with this calculator from the American Cancer Society. Included are links to a Target Heart Rate Calculator, as well as a tool for calculating the calories you need to eat to maintain your weight or lose weight based on your activity level.

[http://www.cancer.org/docroot/PED/content/PED\\_6\\_1x\\_Exercise\\_Counts.asp](http://www.cancer.org/docroot/PED/content/PED_6_1x_Exercise_Counts.asp)



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### Exercise and Fitness for People with Disabilities - from the National Center on Physical Activity and Disability (NCPAD)

Physical activity is good for everyone, but can be especially challenging for people with disabilities. The NCPAD provides a wide variety of information on maintaining health through exercise for disabled people of all ages.

<http://www.ncpad.org/exercise/>

### **Active at Any Size – from NIDDK’s Weight-control Information Network**

The information in this booklet may help you start being more active and healthier—no matter what your size. This publication gives detailed information on types of activities, safety tips, and more.


<http://win.niddk.nih.gov/publications/active.htm>

[http://win.niddk.nih.gov/publications/PDFs/ActiveatAnySize\\_04.pdf](http://win.niddk.nih.gov/publications/PDFs/ActiveatAnySize_04.pdf)

### Exercise and Fitness for Heart Health from the American Heart Association

The focus of this site is to help people achieve a heart-healthy lifestyle through physical activity. The Spanish link below includes several short articles about the benefits of physical activity. Links to general information in other languages can be accessed through links at the upper right of each page.

<http://www.americanheart.org/presenter.jhtml?identifier=1200013>

<http://esamericanheart.convertlanguage.com/presenter.jhtml?identifier=3055573> 

### Start! Start Walking Now Program (American Heart Association)

This program from the American Heart Association offers information and interactive tools to get people started on their way to heart health. Users can set up a secure, free account to take advantage of the online tracker tools and to connect with other walkers around the country.

<http://startwalkingnow.org/home.jsp>

### Older Adults and Seniors

#### **Exercise and Physical Activity for Older Adults**

This easy-to-navigate site from NIH Senior Health provides tips on becoming healthier and maintaining your health through exercise. A variety of exercise videos are included, and the buttons at the top of each page can be used to make the text bigger, change text color, or hear the text read aloud.

<http://nihseniorhealth.gov/exerciseforolderadults/toc.html>

### Fitness for Children

#### How Much Physical Activity Do Children Need?

This guide from the Centers for Disease Control and Prevention provides ideas for age-appropriate activities and tips on getting children active.

<http://www.cdc.gov/physicalactivity/everyone/guidelines/children.html>

#### Best For Bones Activities: Best Bones Forever!

This fun, interactive site from the U.S. Department of Health and Human Services is for kids of all ages. Kids are encouraged to choose an activity, grab a friend, and get going.

[http://www.bestbonesforever.gov/whatsbest/physical\\_activity/activities.cfm](http://www.bestbonesforever.gov/whatsbest/physical_activity/activities.cfm)

#### Physical Activity Tips for a Healthy Home

The American Heart Association provides some great resources for parents and families. Parents can help children maintain a healthy heart by using ideas for activities on this site.

<http://www.americanheart.org/presenter.jhtml?identifier=3007589>

#### Limit Tube Time and Get Your Kids Moving

This page provides tips for parents to get kids to reduce time in front of the TV, computer or video screen.

<http://www.americanheart.org/presenter.jhtml?identifier=3033902>



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### HEALTHY LIVING

#### **Tips for a Safe and Healthy Life**

The CDC provides key tips about nutrition and weight, physical activity, disease and injury prevention, stress management, and medical care. Contains the key tips in Spanish, but no links to additional information in Spanish.

<http://www.cdc.gov/family/tips/>

<http://www.cdc.gov/family/tips/gen-sp.pdf> 

#### **Quick Guide to Healthy Living**



This section of the Healthfinder.gov web site is a great starting point for learning about healthy living. Each of these printable topics starts with the basics and then continues with an action plan. The Quick Guide won the 2010 ClearMark award for the best plain language Public Sector Web Site. The second link is the full listing of all Quick Guide topics.

<http://www.healthfinder.gov/prevention/default.aspx> 

<http://www.healthfinder.gov/prevention/TopicsAtoZ.aspx>

#### **Staying Healthy**

From Healthy Roads Media, this page is a great collection of materials to help people stay healthy. Materials are easy-to-understand, in multiple languages and formats.

<http://www.healthyroadsmedia.org/topics/stayinghealthy.htm>  

### HEART DISEASE

#### **American Heart Association**

The AHA provides information and health check tools for consumers, helping people live healthier lives and to reduce the risk of heart disease. The web site also has information in Spanish, Chinese and Vietnamese.

<http://www.heart.org/> 

#### **Your Guide to Living Well with Heart Disease**

There are many things that people living with heart disease can do to protect their heart health. This brief fact sheet from the National Institutes of Health lists the key steps for living well with heart disease.

[http://www.nhlbi.nih.gov/health/public/heart/other/your\\_guide/living\\_hd\\_fs.pdf](http://www.nhlbi.nih.gov/health/public/heart/other/your_guide/living_hd_fs.pdf)

#### **For Women: Living Well with Heart Disease**

The National Coalition for Women with Heart Disease provides help for women recently diagnosed with heart disease. Included are strategies for maintaining normal daily activities and lifelong management tips.

<http://www.womenheart.org/supportForWomen/livingHD/livingwell.cfm>

#### **National Heart, Lung, and Blood Institute Diseases and Conditions Index (DCI) Podcasts**

The DCI is a quick, easy, and dependable source of information on heart, lung, and blood diseases and sleep disorders. Consumers can subscribe or download select podcasts. Transcripts are also available. Some of the topics include: COPD, Coronary Artery Disease, Heart Attack, Heart Disease Risk Factors, High Blood Pressure, Insomnia, Overweight and Obesity, and Physical Activity and Your Heart, and Sarcoidosis.

<http://www.nhlbi.nih.gov/health/dci/pods/podcasts.html>

#### **The Mayo Clinic's Lifestyle and Home Remedies for Heart Disease**



Many forms of heart disease can be prevented or improved with healthy lifestyle choices and diet and exercise. Check out the easy-to-access links at the bottom of the page for articles on diets, recipes, and more for a healthy heart.

<http://www.mayoclinic.com/health/heart-disease/DS01120/DSECTION=lifestyle-and-home-remedies>

#### **Coronary Artery Disease**

Use this handout from Health Information Translations to learn about your risks for coronary artery disease. Included are basic facts on prevention, warning signs, and general care. This resource is also available in Hmong.

<http://www.healthyroadsmedia.org/english/Files/pdf/EngCAD.pdf> 

<http://www.healthyroadsmedia.org/spanish/Files/pdf/SpaCAD.pdf>  

#### **Tener una Familia Cardiosaludable: Heart Healthy Families for Spanish Speakers**

Part of the Go Red campaign from the American Heart Association, this site provides helpful tips for buying

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healthy foods at the market, heart healthy cooking tips and eating in restaurants. It is designed especially for Spanish speakers.

<http://goredcorazon.org/enes/heart-healthy-family.html>  
**SPAN**

### **PDF** Heart Failure – Educational Modules

The Heart Failure Society of America created a wonderful patient education series consisting of eleven modules for the patient with heart failure. While these were published several years ago, most of the information is not time-sensitive. (The exception is Module III, Heart Failure Medicines, 2006. Supplemental searches for current information is recommended for this aspect of the topic.) The modules can be downloaded as PDFfiles, or individuals can order a copy of the entire set for free.

[http://www.hfsa.org/heart\\_failure\\_education\\_modules.asp](http://www.hfsa.org/heart_failure_education_modules.asp)  
<http://www.abouthf.org/order.htm>

### Managing Heart Failure: The Cleveland Clinic's Key Skills for Managing Heart Failure

Remember the word EDEMA, meaning swelling of tissues, which can be a symptom that your heart failure is worsening. This site cleverly uses the word EDEMA to help patients recall important activities to manage their heart disease, such as E is for Exercise regularly, and D is for Do take your medications as prescribed.

[http://my.clevelandclinic.org/disorders/heart\\_failure/hic\\_key\\_skills\\_for\\_managing\\_heart\\_failure.aspx](http://my.clevelandclinic.org/disorders/heart_failure/hic_key_skills_for_managing_heart_failure.aspx)

### Heart Failure Caregiver's Guide

Managing heart failure often requires help from a caregiver. This guide from the American Heart Association addresses such issues as lending emotional and moral support, helping with medical care issues, and other tips. See the links to the left of the page to access information such as financial concerns and planning for the future. The “take care of yourself” section links to a very helpful additional AHA web site, “Heart of Caregiving.”

<http://www.americanheart.org/presenter.jhtml?identifier=1412>

### **PDF** Heart Failure

Learn how to manage your heart failure in this handout from Health Information Translations. Causes of heart failure and warning signs are also discussed. Also available in Hmong.

<http://www.healthyroadsmedia.org/english/Files/pdf/EngHrtFail.pdf> **EASY**

<http://www.healthyroadsmedia.org/spanish/Files/pdf/SpaHrtFail.pdf> **SPAN MULTI**

### Estimating Your 10-Year Risk of Having a Heart Attack (Health Check Tool)

Use this risk assessment tool from the National Heart, Lung and Blood Institute to predict the chance of having a heart attack in the next 10 years. The risk of heart attack can be reduced by knowing and lowering one's cholesterol levels.

<http://hp2010.nhlbi.nih.net/atpiiii/calculator.asp?usertype=pub>

### For Your Heart Survey from Womenshealth.gov (Health Check Tool)

Enjoy the benefits of better health by reducing your risk for heart disease. Answer the questions in this survey, and the latest information on exercise, nutrition, smoking, diabetes, cholesterol, high blood pressure and other factors that affect the risk for heart disease will be provided - all tailored to the individual's needs.

<http://womenshealth.gov/ForYourHeart/survey.cfm?tid=101429&CFID=329714&CFTOKEN=39963545>

## HERBS AND SUPPLEMENTS

### Using Dietary Supplements Wisely

From the National Center for Complementary and Alternative Medicine, this fact sheet that provides a general overview of dietary supplements, discusses safety considerations, and suggests sources for additional information.

<http://nccam.nih.gov/health/supplements/wiseuse.htm>

### Tips For The Savvy Supplement User: Making Informed Decisions And Evaluating Information

From January 2002. Tips and resources from the FDA that will help consumers to be savvy dietary supplement users.

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<http://www.fda.gov/Food/DietarySupplements/ConsumerInformation/ucm110567.htm>

### **PDF** Botanical Dietary Supplements: Background Information

From the National Institute of Health's Office of Dietary Supplements, this site contains useful information for consumers such as how botanicals are defined, and whether they are safe and standardized. Includes a printable PDF version.

<http://dietary-supplements.info.nih.gov/factsheets/botanicalbackground.asp>

## HIGH BLOOD PRESSURE (HYPERTENSION)

### **PDF** High Blood Pressure (for Women)

From the U.S. Food and Drug Administration, this pamphlet helps women identify if they are at risk for high blood pressure. There is a good explanation about what the blood pressure numbers mean and how to better control high blood pressure.

<http://www.fda.gov/downloads/ForConsumers/ByAudience/ForWomen/UCM121879.pdf> **EASY**

### **PDF** Take Steps - Prevent High Blood Pressure

This handout from Healthy Roads Media helps people get started on the road to a healthier lifestyle by preventing high blood pressure.

<http://www.healthyroadsmedia.org/english/Files/pdf/EngBP.pdf> **EASY**

<http://www.healthyroadsmedia.org/spanish/Files/pdf/SpaBP.pdf> **SPAN**

### Test Your High Blood Pressure IQ (Health Check Tool)

Take this simple quiz from the American Heart Association to see what you know about high blood pressure. You can also learn how to keep your blood pressure in a healthy range.

<http://www.americanheart.org/presenter.jhtml?identifier=3021399>

### **PDF** My Blood Pressure Wallet Card (Health Check Tool)

This handy card from the National Heart, Lung and Blood Institute can help you monitor your

blood pressure readings, remind you to take your medications, and help you keep up the lifestyle changes to lower your blood pressure. Remember that you are the key to controlling your own blood pressure.

<http://www.nhlbi.nih.gov/health/public/heart/hbp/hbpwallet.pdf>

### Your Guide to Lowering High Blood Pressure: Prevention – from the National Institutes of Health

You can take steps to prevent and control high blood pressure by adopting a healthy lifestyle. Learn about these healthy lifestyle habits in this section of the National Heart, Lung, and Blood Institute's guide.

<http://www.nhlbi.nih.gov/hbp/prevent/prevent.htm>

### **PDF** Healthy Eating to Lower High Blood Pressure using the DASH Plan

Following a healthy eating plan can both reduce the risk of developing high blood pressure and lower an already elevated blood pressure. This section presents the DASH eating plan, along with heart healthy recipes and tips on making healthy meals. The second link is a six-page booklet with helpful menu-planning charts and a food and activity log.

[http://www.nhlbi.nih.gov/hbp/prevent/h\\_eating/h\\_eating.htm](http://www.nhlbi.nih.gov/hbp/prevent/h_eating/h_eating.htm)

[http://www.nhlbi.nih.gov/health/public/heart/hbp/dash/dash\\_brief.pdf](http://www.nhlbi.nih.gov/health/public/heart/hbp/dash/dash_brief.pdf)

### Exercise: A Drug-free Approach to Lowering High Blood Pressure – from the Mayo Clinic

Having high blood pressure and not getting enough exercise are closely related. Discover how small changes in your daily routine can make a big difference in managing your high blood pressure.

<http://www.mayoclinic.com/print/high-blood-pressure/HI00024/METHOD=print>

### High Blood Pressure and Women

Certain women's issues can increase the risk of developing hypertension. Discover how high blood pressure relates to a woman's life stages.

<http://www.americanheart.org/presenter.jhtml?identifier=2123>

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### High Blood Pressure and African Americans

High blood pressure is not only more severe in African Americans, but it also develops earlier in life. Heart healthy habits are especially important for this higher risk group.

<http://www.americanheart.org/presenter.jhtml?identifier=2150>

### HIV/AIDS

#### AIDS Info

This site provides a wealth of information, including current treatments, prevention, and other consumer information for HIV infection and AIDS-related illnesses.

<http://aidsinfo.nih.gov/>

<http://aidsinfo.nih.gov/infoSIDA/> SPAN

#### HIV/AIDS Basics from AIDS.gov

Learn the basic facts about HIV/AIDS to protect yourself and your partner. Here you can find out how HIV is spread, how you can reduce your risk of getting HIV, and types of testing and treatments that are available. Included are tips on how to stay healthy with HIV/AIDS, potential related health problems that may arise, and coping strategies. Users can also access the New Media section to learn about new ways of sharing information through social sites.

<http://aids.gov/hiv-aids-basics/>

<http://aids.gov/using-new-media/basics/what-is-new-media/>

#### Living with HIV/AIDS

People with HIV and AIDS are living longer, healthier lives today, thanks to new and effective treatments. This booklet from the Centers for Disease Control and Prevention will help you understand how you can live with HIV and keep yourself healthy.

<http://www.cdc.gov/hiv/resources/brochures/print/livingwithhiv.htm>

#### HIV/AIDS - Building a High Quality Diet

These pages from Tufts University highlight the importance of good nutrition when living with HIV, including tips for healthy eating, adding nutritional supplements, and more. Click on the handy links on the right to find additional information on nutrition to combat wasting and weight loss, fatigue, and nausea,

as well as eating well when money is limited or no kitchen is available.

[http://www.tufts.edu/med/nutrition-infection/hiv/health\\_high\\_quality\\_diet.html](http://www.tufts.edu/med/nutrition-infection/hiv/health_high_quality_diet.html)

#### Exercise and HIV

Exercise can help people feel better and fight many of the side effects of HIV and HIV medications. Find reliable, up-to-date guidelines for exercise in this section of AIDS InfoNet. Included are links to additional resources for more information about HIV.

[http://www.aidsinfonet.org/fact\\_sheets/view/802](http://www.aidsinfonet.org/fact_sheets/view/802)

[http://www.aidsinfonet.org/fact\\_sheets/view/802?lang=spa](http://www.aidsinfonet.org/fact_sheets/view/802?lang=spa)

SPAN

#### Coping with an HIV Diagnosis

Feelings of sadness, anxiety, and fear are common with an HIV diagnosis. Don't let this fear keep you from doing all you can to help yourself. In this section of familydoctor.org, learn coping skills to help fight your worry and allow you to live a longer, healthier life.

<http://familydoctor.org/online/famdocen/home/common/sexinfections/hiv/038.printerview.html>

<http://familydoctor.org/online/famdoces/home/common/sexinfections/hiv/038.printerview.html> SPAN

PDF

#### Helping My Child Stay Healthy (for Carriers of HIV Positive Children)

This easy-to-understand resource book from Family Health International explains how to care for HIV positive children and how to involve them in their own care. It provides practical information on everything from talking to children about HIV, to supporting children starting antiretroviral therapy and managing common health problems they may have. (Due to a very long URL, we have provided a shortened URL for this resource, plus a link to the home page.)

<http://bit.ly/c5Ji1D>

<http://www.fhi.org/en/index.htm>

PDF

#### Food, Health, and You: Living with HIV

This well-designed booklet provides useful information about how eating well is important for people with HIV. Each page focuses on a topic, and the use of graphics and white space make the information accessible for people who don't read well. Note: this



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is produced by the New York State Department of Health, so the final page lists resources for New York State.

<http://www.health.state.ny.us/diseases/aids/docs/9506.pdf>

### KIDS AND TEENS

#### CDC List of Web Sites for Kids and Teens

The Family Health section of the CDC web site provides a great list of health-related sites intended especially for this age group.

<http://www.cdc.gov/family/kidsites/index.htm>

#### KidsHealth.org

The premier, comprehensive, online resource for kids' health information, KidsHealth is divided into three main sections: Parents, Kids, and Teens. Each section has significant content available in Spanish, accessible by clicking the En Espanol button (bottom of left sidebar). The site also includes a teachers' section with lesson plans and materials for different ages and grades.

<http://kidshealth.org/>

[http://kidshealth.org/kid/en\\_espanol/esp\\_land\\_pg/](http://kidshealth.org/kid/en_espanol/esp_land_pg/) SPAN

#### BAM! Body and Mind from the Centers for Disease Control and Prevention

The CDC produces this colorful, interactive site for kids 9-13 years old.

<http://www.bam.gov/>

#### The Yuckiest Site on the Internet: Your Gross & Cool Body

From Discovery Health for Kids, Your Gross & Cool Body is an interactive, fun and informative site.

<http://yucky.discovery.com/flash/body/>

#### Girlshealth.gov – Be Healthy. Be Happy. Be You. Beautiful.

If you are a girl ages 10-16, here is a site just for you. Learn how to be healthy and stay healthy as you grow up, and get reliable information on health issues you may face. You can also get tips on handling relationships with family and friends, at school and at home. Included are message boards, quizzes, interactive games, and other fun stuff to help you deal with

emotions, bullying, safety, and much more.

<http://www.girlshealth.gov/>

#### MyPyramid for Kids

MyPyramid is an interactive site to help users learn about nutrition, healthy eating habits, and the role of physical activity in maintaining a healthy weight. The site includes sections for kids (age 6-11) and for preschoolers (age 2-5).

<http://www.mypyramid.gov/Kids/>

<http://www.mypyramid.gov/Preschoolers/index.html>

#### PDF When Do Children and Teens Need Vaccinations?

A chart with schedules for all vaccinations, ages 6 months to 18 years of age, from the Immunization Action Coalition, in cooperation with the CDC.

<http://www.immunize.org/catg.d/p4050.pdf>

<http://www.immunize.org/catg.d/p4050-01.pdf> SPAN

#### Bright Futures Family Materials

Bright Futures is a child health initiative from Georgetown University. Many of the materials here are easy-to-read and available in Spanish. The site includes activities sheets for kids, nutrition information for children as they grow, and family tip sheets.

<http://www.brightfutures.org/familymaterials.html>

<http://www.brightfutures.org/spanish/> SPAN

#### PDF Speak up: Prevent Errors in Your Child's Care

You can make a difference in your child's care by asking the right questions and being actively involved when you visit the doctor's office or hospital. These tips from Healthy Roads Media can help you prepare for a successful outcome.

<http://www.healthyroadsmedia.org/english/Files/pdf/EngSpUpPedsBas.pdf>

#### Body Mass Index (BMI) Charts for Children and Teens (Health Check Tool)

Learn if your child has a healthy growth and development pattern by using this BMI Calculator from KidsHealth. Calculate your child's body mass index (BMI) to compare their weight with height and age, and get more information on what these figures

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mean.

[http://kidshealth.org/parent/food/weight/bmi\\_charts.html#a\\_Calculating\\_BMI](http://kidshealth.org/parent/food/weight/bmi_charts.html#a_Calculating_BMI)

### Children's Growth Calculator

Here is an easy to use calculator from the Magic Foundation to assess your child's growth. The step-by-step guide will help you get accurate measurements.

[http://www.magicfoundation.org/Growth\\_chart/main\\_growthchart.html](http://www.magicfoundation.org/Growth_chart/main_growthchart.html)

### Healthy Children

This comprehensive site (from the American Academy of Pediatrics) for parenting kids from prenatal until adulthood covers diseases, staying healthy, mental and social concerns, school problems, and safety. Parents of prospective and new teen drivers will appreciate the site's "Teen Driving Agreement."

<http://www.healthychildren.org/English/Pages/default.aspx>

### CYFERnet.org

Contains a marvelous wealth of links to excellent resources for families concerning marital relationships and the health, education, and psychosocial development of children (ages 0-18). Browsing may be more effective than searching; begin by clicking on the appropriate age category.

<http://www.cyfernet.org/home.php>

### Child & Family WebGuide

This directory of web resources on children (ages 0-18) and parenting from Tufts University may be browsed by age of child or via the categories of Parenting, Education, Child Development, Health, Medical Sites, and Others.

<http://www.cfw.tufts.edu/>

### Resource Guides, Maternal and Child Health Library

Librarians from Georgetown University have compiled an extensive list of resources on maternal and child health. Areas worth exploring include the Knowledge Paths (including the link below for Spanish-Language Health Resources); Resource Guides for Special Populations and Topics, Directories, and Bibliographies.

<http://www.mchlibrary.info/products.html>

[http://www.mchlibrary.info/KnowledgePaths/kp\\_spanish.html](http://www.mchlibrary.info/KnowledgePaths/kp_spanish.html) 

## MEN'S HEALTH

### Men's Health

An excellent resource with lots of articles, statistics, anatomical illustrations, health-related calculators, and links to other informative sites. Topics include common diseases affecting men, healthy lifestyle tips; sexual, prostatic, and urological problems; and violence. From the Office on Women's Health, U.S. Dept. of Health and Human Services.

<http://www.womenshealth.gov/mens/>

<http://womenshealth.gov/espanol/hombres/> 

### Screening Tests and Immunizations Guidelines for Men

This handy 2-page chart lists all the screening tests recommended for men at different ages throughout their lives.

<http://www.womenshealth.gov/prevention/men/men.pdf>

### Blueprint for Men's Health: A Guide to a Healthy Lifestyle (by Armin Brott and the Blueprint for Men's Health Advisory Board)

Did you know that, on average, men are less healthy and have a shorter life expectancy than women? This 76-page guidebook from the Men's Health Network can help you reduce this health gap and achieve a healthy lifestyle for yourself and your loved ones. Included are a multitude of disease prevention tips and strategies on topics for men that often go overlooked.

<http://www.menshealthnetwork.org/library/blueprint.pdf>

## MENTAL HEALTH

### National Institute of Mental Health (NIMH)

NIMH's mission is to help Americans understand and get treatment for mental illness. The web site provides information on specific conditions, treatments, clinical trials, local resources, and for special populations such as kids, teens, and seniors. A limited number of publications are in Spanish.

<http://www.nimh.nih.gov/health/topics/index.shtml>



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<http://www.nimh.nih.gov/health/publications/espanol/spanish-listing.shtml> **SPAN**

### NAMI (National Alliance Mental Illness)

America's largest grassroots organization is dedicated to improving the lives of individuals and families affected by mental illness. NAMI's efforts are focused on educating America about mental illness, offering resources to those in need, and insisting that mental illness become a high national priority.

<http://www.nami.org>

[http://www.nami.org/template.cfm?section=NAMI\\_en\\_espa%F1ol](http://www.nami.org/template.cfm?section=NAMI_en_espa%F1ol)

### Mental Health America (MHA)

MHA is the nation's largest and oldest community-based network dedicated to helping all Americans live mentally healthier lives. With more than 300 affiliates across the country, MHA advocates for changes in policy, educates the public, and delivers urgently needed programs and services.

<http://www.mentalhealthamerica.net>

<http://www.mentalhealthamerica.net/go/en-espanol> **SPAN**

### SAMHSA's National Mental Health Information Center

This section of the SAMHSA web site offers information on mental health issues for children, teens and adults. Included is a list of relevant publications, resources for getting help, and current initiatives like the Campaign for Mental Health Recovery: What a Difference a Friend Makes.

<http://mentalhealth.samhsa.gov/>

<http://nmhicstore.samhsa.gov/espanol/default.aspx> **SPAN**

### Mental Health Dictionary

SAMHSA provides a helpful dictionary of terms related to mental health, which include links to other relevant information and external resources.

<http://mentalhealth.samhsa.gov/resources/dictionary.aspx>

## MENTAL HEALTH HOTLINE NUMBERS

### National Toll-Free Help Lines

The numbers listed on the site can be dialed toll-free in the United States. The organizations provide mental health information, referrals and counseling in some cases.

<http://mentalhealth.samhsa.gov/hotlines/>

### Lineas Nacionales de Ayuda

This page is a directory of national helplines that provide information, referrals and support in Spanish. All of the listings have toll-free numbers.

<http://nmhicstore.samhsa.gov/espanol/lineas.aspx>

### ParentsMedGuide: Helping Parents Help Their Kids

This resource from the American Psychiatric Association provides parents of children and teens with clear information on attention-deficit/hyperactivity disorder (ADHD) and depression. Included are helpful hints on how to recognize when children may need treatment, as well as the risks and benefits associated with medication.

<http://www.psych.org/share/parents-med-guide.aspx>

<http://www.psych.org/Share/Parents-Med-Guide/Guides-in-Spanish.aspx> **SPAN**

### American Academy of Child and Adolescent Psychiatry (AACAP)

The AACAP web site provides families with information regarding mental health and mental illness in children and adolescents. Mental health topics specific to young people such as autism, attention deficit hyperactivity disorder (ADHD), childhood anxiety, and depression are covered. Information is also provided on how to find help for family members. The site offers a number of the "Facts for Families" sheets in other languages: Spanish, Malaysian, Polish, Icelandic, Arabic, Urdu and Hebrew; the number of titles translated and their topics vary widely by language.

<http://www.aacap.org/cs/forFamilies>

[http://www.aacap.org/cs/root/facts\\_for\\_families/facts\\_for\\_families](http://www.aacap.org/cs/root/facts_for_families/facts_for_families) **MULTI**

[http://www.aacap.org/cs/root/facts\\_for\\_families/informacion\\_para\\_la\\_familia](http://www.aacap.org/cs/root/facts_for_families/informacion_para_la_familia) **SPAN**

### Healthy Minds. Healthy Lives

In addition to mental health topics, this web site from the American Psychiatric Association includes culturally relevant information for numerous special populations. Ways in which particular ethnic cultures and special groups relate to mental illness and mental health care are described. Searchers can find information by topic or by group type using the pull-down menus. Clicking on the Site Map link at the top right of the homepage provides a comprehensive listing of all the topics and special groups. A special section for Latino mental health includes some materials in Spanish.

<http://www.healthyminds.org/default.aspx>

<http://www.healthyminds.org/More-Info-For/HispanicsLatinos.aspx> **SPAN**

### Kids Health Resources for Mental Health

This web site has three major sections – for kids, for teens, and for parents. It provides families with facts, perspective, advice, and comfort about a wide range of physical, emotional, and behavioral issues that affect children and teens. Choose the section of interest, and search for “mental health” to get started. For information in Spanish, click on the “En Español” link at the bottom of the left-hand column in each section. The main pages for the Kids section are provided below.

<http://kidshealth.org/>

[http://kidshealth.org/kid/en\\_espanol/esp\\_land\\_pg/spanish\\_landing\\_page.html](http://kidshealth.org/kid/en_espanol/esp_land_pg/spanish_landing_page.html) **SPAN**

### Locating Mental Health Providers: National Institute of Mental Health (NIMH)

Users can search for local providers at this site.

<http://www.nimh.nih.gov/health/topics/getting-help-locate-services/index.shtml>

### I Am Not Sick, I Don't Need Help: How to Help Someone with Mental Illness Accept Treatment.

By Xavier Amador, 2007, Vida Publishers, ISBN-13: 978-0967718927

No Estoy Enfermo! No Necesito Ayuda! **SPAN**

Published 2003, ISBN-13: 978-0967718910

This book is a real find. The author is a professor of

clinical psychology, is on the board of the National Alliance on Mental Illness and has published extensively. This book is unique in giving families and friends working knowledge and tools to help their mentally ill loved one. Now in its second edition and also available in Spanish, this title takes the would-be caregiver through learning more about the condition, understanding denial, deciding on approach, and dealing with the loved one's sense of having been betrayed.

### Specific Mental Health Disorders

#### Depression and Bipolar Support Alliance (DBSA):

DBSA provides up-to-date, scientifically based tools and information written for the general public about Bipolar Disorder and related conditions. Links within the site address topics for those who are in crisis, were recently diagnosed, want to help a loved one, and others. There is also a page that connects users to peer-led chapters and support groups across the country. The list of publications includes information on coping, finding support and help for families and friends.

[www.dbsalliance.org](http://www.dbsalliance.org)

[http://www.dbsalliance.org/site/PageServer?pagename=about\\_publications](http://www.dbsalliance.org/site/PageServer?pagename=about_publications)

<http://www.DBSAlianza.org> **SPAN**



#### Child & Adolescent Bipolar Foundation (CABF)

This easy-to-navigate site provides a wealth of information for parents, educators, and to young people suffering from mood disorders. Sections to note include the “Need Help” area which provides immediate help for families. The Connect section includes discussion forums and support groups, while the Teens and 20s section includes videos, podcasts and quizzes specifically for young people. The hope is that better education will lead to early diagnosis and treatment in children and adolescents.

<http://www.bpkids.org/>

#### National Center for PTSD

The NCPTSD is a project of the U.S. Dept. of Veterans Affairs. Initiated 20 years ago to help service men deal with war traumas, it now provides information for veterans and their families, for the general public,

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and for health care providers and researchers. Types of trauma topics include war, natural disaster & terrorism, motor vehicle accidents, community violence, traumatic brain injury (TBI) and other topics.

<http://www.ptsd.va.gov/index.asp>

### National Child Traumatic Stress Network (NCTSN)

Children can be exposed to a variety of traumas, and the NCTSN provides resources and services for traumatized children throughout the US. While the main site is primarily for health care providers, the link below is specifically for parents and caregivers. The Spanish language link includes resources for all audiences.

[http://www.nctsn.org/nccts/nav.do?pid=ctr\\_aud\\_prnt](http://www.nctsn.org/nccts/nav.do?pid=ctr_aud_prnt)

[http://www.nctsn.org/nccts/nav.do?pid=ctr\\_aud\\_spanish\\_bie](http://www.nctsn.org/nccts/nav.do?pid=ctr_aud_spanish_bie) 

### Postpartum Support International

This organization is dedicated to helping women suffering from mood and anxiety disorders surrounding pregnancy and childbirth, including postpartum depression, the most common complication of childbirth. PSI also works to educate family, friends and health care providers so that moms and moms-to-be can get the support they need and recover.

<http://www.postpartum.net/>

<http://www.postpartum.net/En-Espa%C3%B1ol.aspx> 

### Surviving a Suicide Loss: A Resource and Healing Guide

This 28-page guide from the American Foundation for Suicide Prevention contains information on coping with a suicide loss, including professional articles, an extensive resource list, a subject-matter bibliography and online resources. Single copies of the booklet can be ordered for free, and multiple copies are available at nominal cost.

[http://www.afsp.org/files/Surviving//resource\\_healing\\_guide.pdf](http://www.afsp.org/files/Surviving//resource_healing_guide.pdf)

### National Suicide Prevention Lifeline

The Lifeline [1-800-273-TALK (8255)] is a 24-hour, toll-free, confidential suicide prevention hotline available to anyone in suicidal crisis or emotional distress or someone concerned about another person. The web site is limited, but includes suicide warning

signs and information for concerned family and friends. Of special interest is a section for military veterans.

<http://www.suicidepreventionlifeline.org/GetHelp>

<http://www.suicidepreventionlifeline.org/Culture/es/Default.aspx> 

### Courage After Fire: coping strategies for troops returning from Iraq and Afghanistan and their families

By Keith Armstrong, 2006, Ulysses Press, ISBN-13: 978-1569755136

Useful information, real-life case studies, and practical exercises for overcoming war trauma. Also an impressive 25-page resource list of web sites and books.

### Kids in the Syndrome Mix of ADHD, LD, Asperger's, Tourette's Bipolar, and More!: The one stop guide for parents, teachers, and other professionals.

By Martin L. Kutscher et al, 2007, Jessica Kingsley Publishers, ISBN 978-1-8431-0811-5

Quote from Introduction: "We need one book that covers multiple problems in a single place, because that's the way so many kids come: multiple issues in a single child. Co-occurrence of multiple difficulties is the norm, not the exception."

### Helpful Tip:


Mental health conditions such as ADHD - attention deficit hyperactivity disorder - and PTSD - post traumatic stress disorder - are topics of increasing interest to library users. Much more information on these and other mental health conditions are available from the sites listed. Performing a search on "mental health" in MedlinePlus.gov brings up dozens of Health Topic pages on disorders of all types and other topics related to mental health. Starting with MedlinePlus Health Topics is a sure way to quickly find relevant health information.

### NUTRITION AND DIET

#### Nutrition.gov

This site from the National Agricultural Library, U.S. Department of Agriculture provides easy access to consumer information on nutrition, including “What’s In Food?” and the latest “Nutrition and Health Issues”. Its purpose is the promotion of overall health through healthy lifestyle choices.

[http://www.nutrition.gov/nal\\_display/index.php?info\\_center=11&tax\\_level=1](http://www.nutrition.gov/nal_display/index.php?info_center=11&tax_level=1)

[http://riley.nal.usda.gov/nal\\_display/index.php?info\\_center=11&tax\\_level=1&tax\\_subject=504](http://riley.nal.usda.gov/nal_display/index.php?info_center=11&tax_level=1&tax_subject=504) 

#### MyPyramid.gov: Steps to a Healthier You – USDA

MyPyramid is a user-friendly, interactive web site for menu planning, diet assessments and comparisons, and specific food information. It includes podcasts, videos, and other resources to address all your nutrition needs. For instance, MyPyramid Tracker is an online dietary and physical activity assessment tool that provides information on your diet quality, physical activity status, related nutrition messages, and links to nutrient and physical activity information.

<http://www.mypyramid.gov/>

<http://www.mypyramid.gov/sp-index.html> 

<http://www.mypyramidtracker.gov/>

#### Know What You Eat - NutritionData.com

While this site does include advertising, it offers several useful, science-based tools for anyone interested in analyzing and using nutritional data. For dieters, users can track their daily food intake, use charts to learn which foods are on the nutritional scale or glycemic index, and enter recipe ingredients to calculate nutrients and calories by the serving. Information topics include basic nutrition facts, calories in foods, reading food labels, and more.

<http://www.nutritiondata.com/>

#### AnalyzeMyPlate (Health Check Tool)

Use this tool to create healthy meals in a fun way. Just drag your selected food item to the “plate” to add it to your meal and get nutritional information, total calories, and total fat calculated for you. A tutorial is

provided for those who are new to this tool or need a review. Additional calculations include the total amounts of fruits and vegetables in your meal.

[http://www.fruitsandveggiesmatter.gov/activities/analyze\\_my\\_plate.html](http://www.fruitsandveggiesmatter.gov/activities/analyze_my_plate.html)

#### NetWellness – Diet and Nutrition Section

History, religion, culture, friends, family and the environment all influence our food choices. NetWellness can help you base these food choices on nutrition and health. Included are sections on staying healthy, nutrition information for people with specific diseases and conditions, and links to nutrition information by age, ethnicity, and sex.

<http://www.netwellness.org/healthtopics/diet/default.cfm>

#### Mayo Clinic’s Nutrition and Healthy Eating

This site provides a wealth of information on how to adopt a healthy diet to fit your lifestyle; how to prepare foods using healthy cooking techniques; and how to create and use healthy menus and shopping strategies. Use the “in-depth” tab to obtain more specific information.

<http://www.mayoclinic.com/health/nutrition-and-healthy-eating/MY00431>

#### American Dietetic Association’s Eat Right

Eat Right is the place to find eating tips and ideas on how to become healthier, how to maintain your health, and how to help manage various diseases through proper nutrition. The Nutrition for Life section covers nutrition for every stage of life, with a focus on healthy aging.

<http://www.eatright.org/Public/>

<http://www.eatright.org/Public/content.aspx?id=5689> 

#### Diet and Disease Resources from the USDA

This well-designed section of the USDA site focuses on diets and nutrition for specific diseases and disorders, including allergies and food sensitivities, AIDS/HIV, cancer, diabetes, digestive diseases and disorders, eating disorders, heart disease, and osteoporosis. It provides easy access links to additional resources for each of these conditions.

[http://fnic.nal.usda.gov/nal\\_display/index.php?info\\_center=4&tax\\_level=1&tax\\_subject=278](http://fnic.nal.usda.gov/nal_display/index.php?info_center=4&tax_level=1&tax_subject=278)



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### Nutrition for Children

#### **Feeding the Kids: The Flexible, No-Battles, Healthy Eating System for the Whole Family.**

By Pamela Gould, et al, 2007, Mancala Publishing, LLC, ISBN-13: 978-0-978-93854-3

This book approaches healthy eating for kids and families in a realistic, fun way. See the accompanying web site for recipes and more information.

<http://www.feedingthekids.com/>

#### **Nutrition Resources for Kids from the Illinois Nutrition Education & Training Program**

This site, sponsored by the Illinois State Board of Education, is a great collection of fun web sites and about nutrition and healthy eating for children. The interactive resources on the Kids page are interesting, informative, and designed to appeal to children of all ages, from preschool-age to teens.

<http://www.kidseatwell.org/kids.htm>

#### **MyPyramid for Preschoolers and Kids – from the USDA**

This site helps parents make learning about nutrition fun! Parents can find ways to help their preschoolers and older children develop healthy eating habits for life through interactive games and activities. Kids will find several fun learning tools on the site such as the MyPyramid Blast Off game, which uses a rocket fuel analogy to help kids understand how good nutrition and exercise can “fuel” their bodies.

<http://www.mypyramid.gov/preschoolers/index.html>

<http://www.mypyramid.gov/kids/index.html>

### Nutrition for Women

#### **Staying Active and Eating Healthy – from the U.S. Department of Health and Human Services**

This site, geared specifically for women, focuses on nutritional information for women of all ages, and covers such topics as “How to Eat for Health” and “Food and Fitness for a Healthy Weight”. Included is a section on girl and adolescent nutrition.

<http://www.womenshealth.gov/FitnessNutrition/basics/>

<http://www.womenshealth.gov/FitnessNutrition/eatinghealthy/>

### Staying Healthy with a Disability

Here are some eat well tips for women with disabilities.

<http://www.womenshealth.gov/illness-disability/your-health/staying-healthy.cfm#eating-well>

### Nutrition for Older Adults

#### **Eating Well as You Get Older**

From NIH Senior Health, this easy-to-navigate site for seniors provides tips on how to eat healthy to stay healthy. Videos on choosing nutrient rich foods and eating well to maintain a healthy lifestyle are included, and the buttons at the top of each page can be used to make the text bigger, change text color, or hear the text read aloud.

<http://nihseniorhealth.gov/eatingwellasyougetolder/toc.html>

### Nutrition for Special Populations

#### **Healthy Eating, Healthy Living: Food and Nutrition Handouts)**

These handouts from the U.S Committee for Refugees and Immigrants (USCRI) are designed to communicate positive nutrition and lifestyle habits to immigrants and refugees. They include information on healthy eating for adults, children and infants, as well as food safety tips and tips for smart food shopping. English and Spanish samples are listed, and the PDFs are available in 15 additional languages at the third link.

[http://www.refugees.org/uploadedfiles/Participate/National\\_Programs/Nutrition/Nutrition-English.pdf](http://www.refugees.org/uploadedfiles/Participate/National_Programs/Nutrition/Nutrition-English.pdf) 

[http://www.refugees.org/uploadedfiles/Participate/National\\_Programs/Nutrition/Nutrition-Spanish.pdf](http://www.refugees.org/uploadedfiles/Participate/National_Programs/Nutrition/Nutrition-Spanish.pdf) 

<http://www.refugees.org/article.aspx?id=1818&subm=178&area=Participate&> 

#### **Rules for Healthy Eating**

This short handout from the National Center for Farmworker Health gives succinct tips on what to eat and what not to eat for a healthier lifestyle.

<http://www.ncfh.org/pdfs/BilingualEd/PDF5.pdf> 

<http://www.ncfh.org/pdfs/BilingualEd/PDF6.pdf> 



### Nutrition for Heart Disease

#### Heart Healthy Diet and Nutrition

The focus of this site is eating to prevent and reverse heart disease. It includes sections on the basics of a heart healthy diet, healthy recipes, diabetes and nutrition, and even healthy fast foods.

[http://www.helpguide.org/life/healthy\\_diet\\_heart\\_disease\\_stroke.htm](http://www.helpguide.org/life/healthy_diet_heart_disease_stroke.htm)

#### Nutrition Center from the American Heart Association

This site for heart health nutrition provides information on setting healthy diet goals, heart-smart shopping, healthy cooking, and eating healthy when dining out.

<http://www.americanheart.org/presenter.jhtml?identifier=1200010>

<http://esamericanheart.convertlanguage.com/presenter.jhtml?identifier=3055573> SPAN

### For People with Dementia

#### PDF Finger Food (for People with Dementia)

This interesting booklet from the Alzheimer's Society (UK) has detailed information about food specifically for people with various forms of dementia.

<http://www.alzheimers.org.uk/site/scripts/document.php?documentID=366>

### OBESITY PREVENTION

#### PDF Weight Management and Obesity Resource List from the Food and Nutrition Information Center

This well-researched list from the US Department of Agriculture contains a wealth of direct links to articles and brochures on the health effects of obesity, as well as weight management resources for children and adults, and guidelines to evaluate popular diets. A wide array of resources, from books to interactive weight management tools, is included.

<http://www.nal.usda.gov/fnic/pubs/bibs/topics/weight/consumer.pdf>

#### WIN: Weight-control Information Network

From the National Institute on Diabetes and Digestive and Kidney Diseases, WIN provides information on obesity, weight control, physical activity, and related nutritional issues. The Publications link points to fact sheets and brochures on healthy eating and physical activity across a person's lifespan, choosing a safe and successful weight-loss program, and much more. Some are available in Spanish.

<http://win.niddk.nih.gov/>

<http://win.niddk.nih.gov/publications/> SPAN

#### Sisters Together: Move More, Eat Better

These printable brochures for Black women stress the benefits of moving more and eating better in order to feel better, look better, and have more energy.

<http://win.niddk.nih.gov/sisters/index.htm>

#### PDF Overweight & Obesity: Resources & Publications

The CDC has compiled a wide-ranging list of links to organizations concerned with weight management in children and adults, and links to specific publications which can be printed in PDF format or ordered as full-color brochures.

<http://www.cdc.gov/obesity/resources.html>

#### Body Mass Index (BMI) Calculator from the CDC

A simple but important tool, the CDC provides BMI (body mass index) calculators for adults, teens, and

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children. Information is provided on interpreting BMI and the health consequences of overweight and obesity. The differences between adult and child BMI are emphasized, and special information for parents is included.

<http://www.cdc.gov/healthyweight/assessing/bmi/index.html>

### Obesity Prevention in Children & Teens

#### **When Being Overweight is a Health Problem - from TeensHealth**

This site from KidsHealth provides helpful perspectives and tools about body image, self-esteem, and other teenage topics, as well as easy-to-digest factual information about weight and fitness. Consumers can read or listen to a recording of the information on this web site.

[http://kidshealth.org/teen/food\\_fitness/dieting/obesity.html](http://kidshealth.org/teen/food_fitness/dieting/obesity.html)

[http://kidshealth.org/teen/en\\_espanol/nutricion/obesity\\_esp.html](http://kidshealth.org/teen/en_espanol/nutricion/obesity_esp.html) **SPAN**

#### **Healthy Weight – It’s not a diet, it’s a lifestyle!**

This resource from the Centers for Disease Control shows parents ways to make their family’s favorite dishes healthier and how to help children develop healthy eating habits. Includes links to fun, interactive web sites to teach kids how to stay active and healthy.

<http://www.cdc.gov/healthyweight/children/>

#### **We Can! Ways to Enhance Children’s Activity and Nutrition**

NHLBI sponsors We Can! a national obesity prevention program to help 8 -13 year olds stay at a healthy weight by eating right, staying active, and reducing screen time. Dozens of recipes, meal plans, tips, and tools introduce you to portion distortion, healthy weight basics, and ideas like “GO, SLOW, and WHOA Foods.” The companion site for Spanish speakers is Podemos! (We Can!)

<http://www.nhlbi.nih.gov/health/public/heart/obesity/wecan/index.htm>

[http://www.nhlbi.nih.gov/health/public/heart/obesity/wecan/tools-resources/resources\\_espanol.htm](http://www.nhlbi.nih.gov/health/public/heart/obesity/wecan/tools-resources/resources_espanol.htm) **SPAN**

### Help Your Child Stay at a Healthy Weight

Help your child learn healthy habits now that will last a lifetime! This printable resource from the National Health Information Center contains ideas for individual and family activities plus links to safe web sites to help children learn about healthy eating habits.

<http://healthfinder.gov/prevention/PrintTopic.aspx?topicId=62> **EASY**

#### **Habits Not Diets: The Secret to Lifetime Weight Control**

By James Ferguson, et al, 2003, Bull Publishing Company, ISBN-13: 978-0-923-52170-7

A healthy eating classic - an upbeat and easy-to-follow workbook that emphasizes how to eat rather than what to eat. This book is strongly recommended by Library Journal.

#### **Your Child’s Weight: Helping Without Harming, Birth through Adolescence**

By Ellyn Satter, 2005, Kelcy Press, ISBN: 0-9671189-1-3

This book is about raising a child to get the body that is right for him or her. The author’s balanced view helps parents to encourage a healthy weight without pushing a child to the opposite extreme of an eating disorder.

#### **Mindless Eating: Why We Eat More Than We Think**

By Brian Wansink, 2006, Random House, Inc., ISBN-13: 978-0-553-38448-2

A food psychologist uses “fiendishly clever experiments” to discover how much, what, why, and how fast we’re eating—often without even realizing it. Use his discoveries to “mindlessly” lose weight every year instead of “mindlessly” gaining it.

## Health Resources

### OSTEOPOROSIS

#### Exercise and Bone Health – from NIAMS, the National Institute of Arthritis and Musculoskeletal and Skin Diseases

This document discusses the importance of exercise in treating and preventing osteoporosis. Links to additional sites are included, and many are in Spanish.

[http://www.niams.nih.gov/Health\\_Info/Bone/Bone\\_Health/Exercise/default.asp](http://www.niams.nih.gov/Health_Info/Bone/Bone_Health/Exercise/default.asp)

[http://www.niams.nih.gov/Portal\\_en\\_espanol/Informacion\\_de\\_salud/Huesos/Salud\\_hueso/bone\\_exercise\\_espanol.asp](http://www.niams.nih.gov/Portal_en_espanol/Informacion_de_salud/Huesos/Salud_hueso/bone_exercise_espanol.asp)

SPAN

#### Bone Health for Multicultural Communities

Links on this page provides information about osteoporosis and bone health for numerous multicultural groups. Some of the pages include information in other languages.

[http://www.niams.nih.gov/Health\\_Info/Bone/Bone\\_Health/Multicultural\\_Bones/default.asp](http://www.niams.nih.gov/Health_Info/Bone/Bone_Health/Multicultural_Bones/default.asp)

MULTI

### PREGNANCY, CHILDBIRTH, BREASTFEEDING AND NEWBORN CARE

#### Pregnancy and Newborns, KidsHealth.org from the Nemours Foundation

Take care of yourself and your growing family by getting the advice that all new parents and parents-to-be need. Read about babyproofing your home, preventing SIDS, how to stay healthy during pregnancy, coping with colic, what to expect on the first day of life, and much more.

[http://kidshealth.org/parent/pregnancy\\_newborn/index.html](http://kidshealth.org/parent/pregnancy_newborn/index.html)

[http://kidshealth.org/parent/en\\_espanol/index.html#cat20260](http://kidshealth.org/parent/en_espanol/index.html#cat20260)

SPAN

#### WomensHealth.gov

Whether you're dreaming of motherhood, trying to conceive, or already pregnant, the "Healthy Pregnancy" section of WomensHealth.gov will help you learn what you can do before, during, and after pregnancy to give your baby a healthy start to life. WomensHealth.gov is a service of the National Women's Health Information Center, a part of the Office on Women's Health in the U.S. Department of

Health and Human Services.

<http://www.womenshealth.gov/pregnancy/>

<http://www.womenshealth.gov/espanol/elembarazo/>

SPAN

#### Text4Baby – from the National Healthy Mothers, Healthy Babies Coalition

Text4Baby provides free text messages containing information mothers-to-be need to take care of their health and give their babies the best possible start in life. Women who sign up for the service online or by texting BABY (or BEBE for Spanish) to 511411 will receive free SMS text messages each week, timed to their due date or baby's date of birth.

<http://www.text4baby.org/index.html>

#### National Center on Birth Defects and Developmental Disabilities (NCBDDD)

The CDC provides a wealth of information to promote the health of babies, children and adults and to enhance the potential for full, productive living. This site covers topics on preventing birth defects, child development, parenting, and information about disabilities of many kinds.

<http://www.cdc.gov/ncbddd/index.html>

<http://www.cdc.gov/ncbddd/Spanish/index.html>

SPAN



#### Mayo Clinic Guide to a Healthy Pregnancy

April 2004, HarperCollins Publishers, ISBN-13: 9780060746377

This comprehensive book includes a month-by-month look at mom and baby, in-depth "Decision Guides", and an easy-to-use reference guide for common problems. Also includes information on medical concerns such as preterm labor, gestational diabetes, preeclampsia, and pregnancy with pre-existing health conditions.



#### Having Your Baby! A Complete Lamaze Prepared Childbirth Class

"Having Your Baby! is the only complete, step-by-step instructional video on Prepared Childbirth, taught by two Lamaze Certified Childbirth Educators, that combines an old fashioned childbirth class with up-to-date information, state-of-the-art, computer generated 3-D animation, and plentiful footage of women and their partners in labor and giving birth."

<http://www.lamazevideo.com/>

## Health Resources

### Laugh and Learn about Childbirth

“This Comprehensive LAMAZE Childbirth Class covers everything you need to know in six fun to watch 45-minute sessions, a total of 4 1/2 hours - all in the convenience of your own home.” There is also a Laugh and Learn series for breastfeeding and newborn baby care.

<http://www.laughandlearn.com/page/sheris-classes>

### The Happiest Baby on the Block

Dr. Karp’s popular and trusted series is available on DVD and in print.

<http://www.happiestbaby.com/>

## Breastfeeding

### MyPyramid for Pregnancy & Breastfeeding

This interactive site from the USDA is designed to help women understand their special nutritional needs during pregnancy and nursing. It has advice to help both mom and baby stay healthy.

<http://www.mypyramid.gov/mypyramidmoms>

### La Leche League International

La Leche League International strives to help mothers worldwide to breastfeed through mother-to-mother support, encouragement, information, and education, and to promote a better understanding of breastfeeding as an important element in the healthy development of the baby and mother. As an international organization, La Leche League provides resources in multiple languages.

<http://www.llli.org/>

<http://www.llli.org/LangEspanol.html> 

<http://www.llli.org/resources.html?m=0> 

### GotMom.org

GotMom is a clever twist on the popular “got milk” advertising campaign. This easy-to-use site is produced by the American College of Nurse-Midwives to provide breastfeeding information and resources for mothers and families.

<http://www.gotmom.org/>

## Gestational Diabetes

### Managing Gestational Diabetes: A Patient’s Guide to a Healthy Pregnancy

This comprehensive PDF booklet from the National Institute of Child Health and Human Development answers the questions any mother-to-be might have about diabetes during and after pregnancy.

[http://www.nichd.nih.gov/publications/pubs/upload/Managing\\_Gestational\\_Diabetes\\_rev.pdf](http://www.nichd.nih.gov/publications/pubs/upload/Managing_Gestational_Diabetes_rev.pdf)

## Teen Pregnancy

Sex, Etc. helps teens get honest, accurate answers to their questions about sex and relationships, pregnancy, STDs, birth control, sexual orientation and more. Sex, Etc. is part of the Teen-to-Teen Sexuality Education Project developed by Answer, a national organization dedicated to providing and promoting comprehensive sexuality education to young people and the adults who teach them.

<http://www.sexetc.org/>

## SENIORS AND HEALTHY AGING

### NIHSeniorHealth

This easy-to-use web site from the NIH features basic health and wellness information for older adults. Buttons at the top of each page allow users to make the text bigger, change the text color and background, or hear the text read aloud.

<http://nihseniorhealth.gov/index.html> 

### Publications from the National Institute on Aging

The NIA provides clearly written health and medical information for seniors. The section on Safety has a good article on preventing falls (“Falls and Fractures”). Click the “Health and Aging Organizations” button on the left side bar for a directory of 300+ organizations which have health-related services for seniors.

<http://www.nia.nih.gov/HealthInformation/Publications/>

<http://niapublications.org/shopspanish> 

### Exercise & Physical Activity: Your Everyday Guide

From the National Institute on Aging, this beautifully illustrated guide will inspire just about everyone to add activity to their lives and enjoy it at the same time. One

## Health Resources

copy of this book can be ordered at no cost. It is also available as a 124-page PDF file.

<http://www.nia.nih.gov/HealthInformation/Publications/ExerciseGuide/>

[http://www.nia.nih.gov/NR/rdonlyres/E2A819E3-8BAA-46AA-89E8-321B527D8A2B/0/Exercise\\_and\\_Physical\\_ActivityYour\\_Everyday\\_Guide\\_from\\_The\\_NIA.pdf](http://www.nia.nih.gov/NR/rdonlyres/E2A819E3-8BAA-46AA-89E8-321B527D8A2B/0/Exercise_and_Physical_ActivityYour_Everyday_Guide_from_The_NIA.pdf)

### Geriatric Mental Health

The consumer and patient information section of the Geriatric Mental Health Foundation includes detailed and informative articles on the following topics about seniors: alcohol/drug abuse, caring for an Alzheimer's disease patient and oneself, dementias, anxiety, depression, disaster preparedness and coping, keeping mentally fit, and insomnia. Some items are available in Spanish.

<http://www.gmhfonline.org/gmhf/consumer/> 

### BenefitsCheckUp

The powerful databases and resources on this site allow seniors to discover all benefits available to them, get help with food and prescription drug costs, and locate housing options. This site is provided by the National Council on Aging.

<https://www.benefitscheckup.org>

### Medication Tips for Seniors

From the American Society of Consultant Pharmacists, this site includes advice on wise medication use, lists of medications that often cause problems for seniors, medications that should be avoided by people with specific medical conditions, and links to a great selection of related articles on other web sites.

<http://www.ascp.com/consumers/tips/index.cfm>

### SeniorDrivers.org

This site from the AAA Foundation links seniors to tools for assessing their driving skills, as well as advice, exercises, and lessons to help them drive safely for as long as possible. Alternatives for seniors who can no longer drive safely are provided. There is also a database of relevant state regulations. Many printable PDFs are included for easy take-away.

<http://www.seniordrivers.org/>

### Helpful Tip:

Government organizations provide a gold mine of information, publications and tools to help consumers live healthier lives, but it may be hard to know exactly where to start. Try this search technique: go to the Advanced Search page in Google and type in the keyword or phrase. In the "Search within a site or domain" field, type in .gov or the actual organization if you know it, such as nia.nih.gov. This is a great way to locate that nugget of information a particular topic.

### Mayo Clinic Plan for Healthy Aging

Mayo Clinic, 1st edition, 2006, ISBN: 978-1893005396

Another great guide from the Mayo Clinic, this book has an emphasis on staying healthy while growing older.

### Healthwise for Life: A Self-Care Guide for People Age 50 and Better

By Molly Mettler, et al, 2009, ISBN: 978-1932921533

"This 436-page self-care guide covers 190 common health problems and is written for older adults. Easy to use because of its larger print, generous amount of white space, useful illustrations, and two-color format."

### Age Pages from the National Institute on Aging

Advice on eating well, obtaining good health care, managing high blood pressure, and preventing osteoporosis is contained in the free Age Pages, a publication from the NIA. Some items are available in Spanish.

<http://newcart.niapublications.org/shopdisplayproducts.aspx?id=45&cat=All+Age+Pages> 

### Bob Klein's Chair Exercises for Seniors

By Bob Klein, 2004, Artistic Video, ASIN: B000234WMW

For older adults with limited mobility or balance problems, chair exercises can help maintain health and flexibility. Exercises are based on Zookinesis – "an ancient Chinese system of mild age reversal exercises to increase youthful vitality."



### SPECIAL POPULATIONS

#### MedlinePlus Topics for Special Population Groups

This page provides a list of all ethnic and demographic groups which have a Health Topic page in MedlinePlus. Use these links to quickly find information for groups based on age, gender, cultural or ethnic backgrounds.

<http://www.nlm.nih.gov/medlineplus/populationgroups.html>

#### Resource Brochures for Minority Populations

These brochures include numerous resources specific to the population group. These are printable PDF files, to be folded in three sections as handouts.

##### **Minority Health Brochure**

[http://sis.nlm.nih.gov/pdf/minorityhealth\\_brochure.pdf](http://sis.nlm.nih.gov/pdf/minorityhealth_brochure.pdf)

##### **Resources for Your Health. Get Connected! African-American Health!**

[http://nnlm.gov/training/resources/African\\_American\\_ResourcesNNLM.pdf](http://nnlm.gov/training/resources/African_American_ResourcesNNLM.pdf)

##### **Resources for Your Health. Get Connected! Asian-American Health!**

[http://nnlm.gov/training/resources/asian\\_american\\_resourcesNNLM.pdf](http://nnlm.gov/training/resources/asian_american_resourcesNNLM.pdf)

##### **Resources for Your Health. Get Connected! Latino Health!**

[http://nnlm.gov/training/resources/latino\\_american\\_resourcesNNLM.pdf](http://nnlm.gov/training/resources/latino_american_resourcesNNLM.pdf)

##### **Resources for Your Health. Get Connected! Native American Health!**

[http://nnlm.gov/training/resources/native\\_american\\_resourcesNNLM.pdf](http://nnlm.gov/training/resources/native_american_resourcesNNLM.pdf)

### STROKE

#### HOPE: The Stroke Recovery Guide

From the National Stroke Association, this 74-page document is divided into four sections. The guide helps victims of stroke return to a normal life, through knowledge, good nutrition, and exercise.

<http://www.stroke.org/site/PageServer?pagename=HOPE>

#### Life After Stroke: Resources and Information from the National Stroke Association

Become aware of common effects of stroke and how to improve the emotional and physical well-being of both the stroke survivor and caregiver. Included are links to rehabilitation advice, post-stroke fact sheets, and information on preventing another stroke. The Spanish language link is to one of the National Stroke Association's main pages.

<http://www.stroke.org/site/PageServer?pagename=las>

[http://www.stroke.org/site/PageServer?pagename=espanol\\_que\\_es](http://www.stroke.org/site/PageServer?pagename=espanol_que_es) 

#### Eating Well After a Stroke

Preventing another stroke and staying healthy can be achieved when you take appropriate steps to control your weight and blood pressure. Making healthy food choices is a major step in the right direction. These tips from the Cleveland Clinic will get you started on the road to recovery.

[http://my.clevelandclinic.org/disorders/Stroke/hic\\_Eating\\_Well\\_After\\_a\\_Stroke.aspx](http://my.clevelandclinic.org/disorders/Stroke/hic_Eating_Well_After_a_Stroke.aspx)

#### The American Stroke Association's Recovery and Support Section

Stroke rehabilitation can help you return to independent living after a stroke. Click on the easy to access links for more information on what to expect in rehabilitation, simplifying daily tasks, and finding support groups, as well as personal stories from stroke survivors.

<http://www.strokeassociation.org/presenter.jhtml?identifier=3030366>

## Health Resources

### Controlling Risky Conditions

Are you at risk for stroke? This section of the American Stroke Association's web site has vital information to help keep your risk factors under control.

<http://www.strokeassociation.org/presenter.jhtml?identifier=3030165>

### Let's Talk About Risk Factors for Stroke

This handy pamphlet from the American Stroke Association summarizes the major risk factors that you can change or treat to lower your chances of stroke.

<http://www.americanheart.org/downloadable/stroke/1219770241917Risk%20Factors%20for%20Stroke.pdf>

### Know Stroke Video: Know the Signs, Act in Time

This video from the National Institute of Neurological Disorders and Stroke, describes the importance of knowing the signs of stroke, the risk factors for stroke, and what to expect after a stroke. Prevention and treatment of stroke is stressed.

<http://stroke.nih.gov/materials/knowstrokevideo.htm>

<http://stroke.nih.gov/materials/knowstrokevideoSpanish.htm> 

## SUBSTANCE ABUSE, ADDICTION AND DEPENDENCE

### Smoking – How to Quit

Created by the Tobacco Control Research Branch of the National Cancer Institute, this user-friendly site gives people the tools and motivation they need to help them through the difficult process of quitting smoking.

<http://www.smokefree.gov/>

### Substance Abuse and Mental Health Services Administration (SAMHSA)

SAMHSA provides a wealth of information on issues pertaining to substance abuse. Those who are seeking help with a substance abuse problem can look to the “Find Treatment” page for help finding treatment services, online and printable resources, as well as a 24-hour toll-free Treatment Referral Helpline. Health consumers may also be interested in SAMHSA's timely campaigns, which have included “We Can Help US”

(teen suicide prevention) and “Talk Early, Talk Often, Get Others Involved” (underage drinking prevention, which is also available in Spanish).

<http://www.samhsa.gov/>

<http://www.samhsa.gov/espanol/> 

<http://www.samhsa.gov/treatment/index.aspx>

### Drugs of Abuse Information from the National Institute on Drug Abuse (NIDA)

This web site provides information about commonly abused drugs and their effects, addiction science, treatment approaches, and related topics. It is a service of the National Institute on Drug Abuse (NIDA), which is charged with bringing the power of science to bear on drug abuse and addiction.

<http://www.drugabuse.gov/drugpages/>

<http://www.drugabuse.gov/nidaespanol.html> 

### Substance Abuse Treatment Facility Locator

The Locator is a searchable directory of more than 11,000 drug and alcohol treatment programs in the U.S. serving adolescents and/or adults. Residential treatment centers, outpatient treatment programs, and hospital inpatient programs are included. From the Substance Abuse & Mental Health Services Administration (SAMHSA).

<http://findtreatment.samhsa.gov/>

### The Addiction Project

The Addiction Project aims to help the public understand the pain, struggles, and hopes experienced by addicts and their family members. The project's documentary series is comprised of a 90-minute documentary, a 13-part series of supplementary films, and four related independent documentaries. All films are available streaming for free on the interactive web site. The web site also includes extensive information on addiction, adolescent addiction, treatment, stigma & discrimination, and aftercare. Libraries may be interested in purchasing the accompanying book and the 4-DVD set, which covers all aspects of drug and alcohol addiction, ranging from the definition of addiction and an understanding of relapses to the latest in medical treatments and unique concerns for various social groups—such as the adolescent addict—of the population of 22 million Americans suffering from addiction.

<http://www.hbo.com/addiction/>

### The Addiction Recovery Guide

This site helps individuals struggling with drug addiction and alcoholism find help that best suits their needs. Resources on a wide range of recovery topics is provided, including treatment options, information on clinical trials of medications used during treatment, holistic approaches to treatment, and resources to turn to after treatment is completed. There are also message boards and online support resources where visitors can help others in recovery and share their stories.

<http://www.addictionrecoveryguide.org/>

### Recovery Resources from Faces & Voices of Recovery

Although primarily an advocacy group for people recovering from alcohol and drug addictions, F&VR also lists an excellent selection of support resources on the pages titled “Mutual Support” and “Organizations” (which list groups utilizing both 12-step and other recovery approaches), plus “Our Stories” and “Multimedia.”

<http://www.facesandvoicesofrecovery.org/resources/>

### For Parents

#### The Partnership for a Drug-Free America

This resource includes extensive coverage for parents, perhaps the “one stop shopping” for their concerns. The site helps to equip parents with tools to prevent their children from using drugs and alcohol and to find help and treatment for family and friends in trouble. The centerpiece of this effort is DrugFree.org, an online resource center featuring interactive tools that translate the latest science and research on teen behavior, addiction, and treatment into easy-to-understand tips and tools.

<http://www.drugfree.org/>

<http://www.hablacontushijos.org/> 

#### UnderageDrinking.SAMHSA.gov

Why, when, and how parents should talk to their kids about alcohol is the focus of this attractive, interactive, easy-to-navigate site for parents.

<http://www.underagedrinking.samhsa.gov/>

<http://www.hablaconellos.samhsa.gov/> 

### For Teens

#### NIDA for Teens: The Science Behind Drug Abuse

NIDA for Teens, from the National Institute on Drug Abuse, provides kids in grades 5-9 with the honest truth about how drugs affect the brain and the body. This teen-friendly site includes a glossary, a blog that explains the science behind addiction, games to increase brain health, and free downloadable stickers, iron-ons, chat icons, and computer wallpaper. The Spanish language link is for the Mind Over Matter page only.

<http://teens.drugabuse.gov/index.php>

[http://teens.drugabuse.gov/mom/index\\_spanish.php](http://teens.drugabuse.gov/mom/index_spanish.php) 

#### Above the Influence

This campaign was created for young adults and teens as part of the National Youth Anti-Drug Media Campaign, a program of the Office of National Drug Control Policy. The goal of Above the Influence is to make teens aware of the drug and alcohol-related pressures around them so that they carefully weigh the risks before making their own decisions. The web site, which is attractive and teen-friendly, takes the approach of explaining Above the Influence’s perspective without telling teens what to do.

<http://www.abovetheinfluence.com>

#### Go Ask Alice! – Alcohol & Other Drugs

This section of Go Ask Alice! provides teens with user-friendly information by answering questions that teens have about alcohol and drug use. The site is produced by the Alice! Health Promotion Program at Columbia University.

<http://www.goaskalice.columbia.edu/Cat2.html>

### WOMEN'S HEALTH

#### WomensHealth.gov

This web site is full of helpful information for women such as anatomical illustrations, resources for minority women, women with disabilities, and Spanish speakers, health-related calculators and tool kits. Topics of special interest include healthy lifestyle, body image, sexual and reproductive concerns, and preventing violence. From the U.S. Dept. of Health and Human Services.

<http://womenshealth.gov/>

<http://www.womenshealth.gov/espanol/> 

#### Health Topics for Women

Womenshealth.gov provides a list of over 100 fact sheets plus special collections of information on topics of interest to women.

<http://www.womenshealth.gov/topics.cfm>

<http://www.womenshealth.gov/espanol/temas/> 

#### HealthyWomen: Informed. Empowered.


This attractive and relevant site for women addresses healthy lifestyle and disease prevention, medical conditions and treatments, and reproductive health. Sexuality, genetics, and staying healthy as one ages are especially well covered. Additional features are an “Ask the Expert” column and the womenTALK blogs about topics of interest such as “Notes from the Nursery” and “Wellness in Practice”.

<http://www.healthywomen.org/>

#### Age Page: Menopause

One of the Age Page publications from the National Institute on Aging, this is a good overview on menopause. It includes additional links for more information. PDF versions of Age Page brochures can be printed for free.

<http://www.nia.nih.gov/healthinformation/publications/menopause.htm>

<http://www.nia.nih.gov/HealthInformation/Publications/Spanish/menopause-sp.htm> 

#### The North American Menopause Society: Consumers

This site offers a wealth of information, with a goal of helping women to stay healthy and positive during menopause. Also available in French.

<http://www.menopause.org/Consumers.aspx>

<http://www.menopause.org/Spanish.aspx>  

#### Girlshealth

The wonderfully designed Girlshealth.gov provides girls from 10-16 years old reliable, useful information on the health issues they will face as they become young women and promotes healthy, positive behaviors.

<http://www.girlshealth.gov/>

#### A Lifetime of Good Health: Your Guide to Staying Healthy

Life-long health begins with healthy behaviors to prevent and manage the many health conditions that can affect women. Although some disease risks are genetic and cannot be controlled, many diseases can be overcome by following key preventive steps. Use this 42-page booklet to follow these steps and make healthy choices for yourself and your loved ones.

<http://womenshealth.gov/pub/05prevguide.pdf>

#### The Healthy Woman: A Complete Guide for All Ages

ISBN: 978-0-16-077183-5

As stated in the title, here is a complete guide to women's health that is easy to understand and apply to everyday life. Become proactive about your health and learn ways to lower your risk for disease, manage health conditions, and stay fit and healthy for life. Take charge of your health and that of your loved ones as well. This 177-page book is available as a free PDF download, and it can also be ordered at the link provided below.

<http://bookstore.gpo.gov/images/healthy-woman.pdf>

<http://www.womenshealth.gov/The-Healthy-Woman/index.cfm>

# CONSUMER HEALTH INFORMATION SERVICES

## Introduction

Providing quality library services requires much more behind-the-scenes work than meets the eye. In order to meet the needs of the community, first the community must be understood. Formal needs assessments provide valuable information that libraries use to plan relevant services. Collecting multilingual materials, designing programs for special populations and hiring bilingual staff are some of the ways that libraries serve their communities well. Providing good health reference is a skill that library staff all need. Creating relevant programming can bring new users into the library and serve the community in new ways.

This section of the Toolkit covers several areas contained within the umbrella of health information services. It includes comprehensive resources on providing health reference, designing relevant programming, marketing and promotion, and guidelines for creating viable community partnerships. Health literacy and cultural competency are addressed, in order to bring these issues and strategies into the minds of library staff as they serve individual patrons and as they consider the aggregate user groups.

Many resources listed throughout this section are listed in a specific category, but many do not fit neatly into a single subheading. These broad and comprehensive titles or sites often cover more than one aspect of providing health information services to the public. For instance, a good resource in the community needs assessments category may also have information about programming and creating solid partnerships. A listing on marketing may also have information about unearthing hard-to-find statistics about your target audience. The authors of the annotations have attempted to note the areas of overlap in these resources – there are some real gems here.

One of the most compelling and useful sections for public libraries is the Recommended Reference Materials: Core Print Reference Materials and Series – Print and Multimedia listings. Core lists are difficult to create and even harder to maintain, and up-to-date lists are difficult to find. Titles in this list were chosen and vetted by working consumer health librarians. Common thinking is that health materials go out of date within a few years, but certain titles have relevancy and validity even several years after the original publish date. Each title in this list was

recommended based on quality criteria as a health information reference for the public, and in some cases, certain older titles were included in the list because the topic is not date-dependent or there is nothing that currently compares in substance.

## Objectives

- Provide broad overviews of services relating to consumer health
- Create current listings of materials for the health reference collection
- Provide specific resources for greater understanding of issues and barriers for the health information consumer





### Providing Consumer Health Services

#### OVERVIEWS

##### **Community Health Connections: Emerging Models of Health Information Services in Public Libraries**

The introduction to this 70+ page online booklet from the Langeloth Forum on Libraries and Health Information specifies 8 characteristics common to public libraries that have successfully improved community access to health information. Over 45 successful outreach efforts, information centers, and special events at diverse public libraries are briefly described; contact information for each is provided.

<http://www.aging.unc.edu/nccolle/lff/CommunityHealth.pdf>

##### **The Public Librarian's Guide to Providing Consumer Health Information**

By Barbara Cassini and Andrea Kenyon, 2002, Public Library Association, ISBN: 978-0-8389-8200-6

This 120-page softcover book covers all the basics: community needs assessment; collection development; responding to health information consumers; ethical and legal responsibilities; planning and promoting programs; and partnerships and funding. Note: Some of the sections with Internet resources are outdated, but a new edition is forthcoming.

<http://www.ala.org/ala/mgrps/divs/pla/plapublications/plapublist/index.cfm#reference>

##### **Consumer Health Information for Public Librarians**

By Lynda M. Baker and Virginia Manbeck, 2002, Scarecrow Press, Inc., ISBN 0-8108-4199-1

Although this book was published in 2002, the basic concepts are sound and it remains a valid resource for public librarians. Particularly useful topics include community analysis, consumer health collection development, promoting services, and outreach.

<http://www.scarecrowpress.com/Catalog/SingleBook.shtml?command=Search&db=^DB/CATALOG.db&eqSKUdata=0810841991>

#### **Journal of Consumer Health On the Internet**

The Journal of Consumer Health On the Internet is a professional peer-reviewed journal for librarians and health information providers. Articles address topics such as evaluation and selection of online consumer health resources, training consumers to find health information on the Web, health-related outreach projects in libraries, and descriptions of web-based consumer health information.

<http://www.tandf.co.uk/journals/titles/15398285.asp>

#### **Consumer and Patient Health Information Section of the Medical Library Association (CAPHIS)**

CAPHIS is the section of the Medical Library Association dedicated to serving the needs of consumer health librarians. To become a member of CAPHIS, one must first be a member of MLA; however the CAPHIS discussion list is available to anyone interested in consumer and patient information and is highly recommended. The web site includes a section entitled "How Do You Set Up and Run a Consumer Health Library?" which has chapters on planning, budgeting, staffing, collection development, reference services, and theory. Some sections are dated, but the web site is being updated on a regular basis by CAPHIS member volunteers.

[http://caphis.mlanet.org/mailman/listinfo/caphis\\_caphis.mlanet.org](http://caphis.mlanet.org/mailman/listinfo/caphis_caphis.mlanet.org)

<http://caphis.mlanet.org/>

#### **UNDERSTANDING HEALTH INFORMATION CONSUMERS**

##### **Consumer Health Libraries: What Do Patrons Really Want?**

By Tammy S. Brawn, Journal of the Medical Library Association, 2005 October; 93(4): 495-496.

Consumer health librarians were surveyed regarding their impressions of what their patrons and local health care providers wanted from a consumer health library; patients' unmet information needs and their most popular services or materials are also mentioned.

<http://www.ncbi.nlm.nih.gov/pmc/articles/PMC1250326/pdf/i0025-7338-093-04-0495.pdf>

### The Social Life of Health Information, Chronic Disease and the Internet

This short article describes how people with chronic diseases use – or don't use – the Internet and social media to find medical information and share experiences. It is a synthesis of findings from 2 reports: "Chronic Disease and the Internet" and "The Social Life of Health Information" from the California HealthCare Foundation (CHCF) and the Pew Internet & American Life Project (2010). The article provides links to each report.

<http://www.chcf.org/publications/2009/06/the-social-life-of-health-information>

### **PDF** Audience & Cultural Insights and Other Resources

To understand characteristics of tweens, teens, seniors, boomers, and other groups for targeted health communication, these 4-page PDFs from the CDC are crammed with details about the demographics, health concerns, preferred modes of learning, and interests of each group. Additionally, this page includes reports, research results, help in creating health campaigns and much more.

<http://www.cdc.gov/healthmarketing/resources.htm>

### Working with Latino Populations

WebJunction's web site has a robust section on providing library services to Latinos, including Spanish-language collection development and reference resources, programming and outreach, and providing computer services to Spanish speakers. A list of these courses and more can be found on the left side of the page.

<http://www.webjunction.org/spanish>

### Working with Tribal Populations to Increase Access to Health Information

Improving health information access to tribal groups takes knowledge, understanding, and awareness of cultural differences. National Network of Libraries of Medicine staff, along with medical librarians in the Four Corners area, share "lessons learned" in working with Native American tribes.

<http://www.nationalservicerresources.org/practices/17621>

### Transforming Life after 50

"The Transforming Life After 50 (TLA50) initiative, undertaken by the California State Library, was designed to help libraries better serve and engage Boomers by positioning libraries as catalysts, resources, meeting places, and partners in creating opportunities for Boomers..." The resulting web site has tools for understanding the demographics of this group, assessing the interests and needs of Boomers in your community, marketing services to them, and obtaining funding. In addition, there are lists of online resources of interest to this population.

<http://transforminglifeafter50.org/>

### Gaps in the System: Californians Struggle with Caring for Their Chronic Conditions

This summary highlights the results of a survey of adult Californians from the California HealthCare Foundation (CHCF). Links are provided for several reports that give insight into issues encountered by Latinos, low-income adults, and other Californians faced with chronic conditions. These reports can help libraries plan services to meet the health information needs of specific population groups in their communities.

<http://www.chcf.org/publications/2009/08/gaps-in-the-system-californians-struggle-with-caring-for-their-chronic-conditions>

### EthnoMed

This site is geared to health professionals, but can also be useful for librarians interested in cultural competency and how different cultures view health information. The Harborview Medical Center's ethnic medicine web site contains medical and cultural information about Asian immigrant and refugee groups. Clinical topics are searchable by culture.

<http://ethnomed.org/>

<http://ethnomed.org/cross-cultural-health>

### Community Needs Assessments, Data Collection and Evaluation

#### GENERAL RESOURCES

##### Using Benchmarking, Needs Assessment, Quality Improvement, Outcome Measurement, and Library Standards: A How-To-Do-It Manual

By Rosalind Farnam Dudden, 2007, Neal-Schuman Publishers, ISBN13: 978-1-55570-604-3

Each chapter of this resource includes detailed, step-by-step guidance for defining goals, staffing projects, developing timelines, collecting data, analyzing findings, and sharing results. Real-world library examples and managerial tools such as checklists, forms, and worksheets are also provided.

<http://www.mlanet.org/order/benchmarking.html>

##### Conducting a Community Assessment

This excellent chapter of the guidebook “Putting the Pieces Together: Comprehensive School-Linked Strategies for Children and Families” from the U.S. Department of Education, provides practical information on conducting assessments. Though its focus is on school-based strategies, the tools could easily be adapted by libraries and other community environments. It includes such topics as how to conduct a community scan, and how assessment information can be used.

<http://www.ncrel.org/sdrs/areas/issues/envrnmnt/css/ppt/chap2.htm>

##### Strategic Planning for Results

By Sandra Nelson, 2008, ALA Editions, ISBN-13: 978-0-8389-3573-6

This book is designed to help librarians envision, evaluate, and effectively meet changing community needs with distinctive programs and services.. Useful information includes how to design a planning process, toolkit resources, and many workforms to aid in the step-by-step process.

<http://www.alastore.ala.org/detail.aspx?ID=1583>

See Also: *The Public Librarian's Guide to Providing Consumer Health Information* in the section Providing

#### Consumer Health Services - Overviews

This book includes a section on conducting a community health information needs assessment.

#### COMMUNITY HEALTH ASSESSMENTS

##### Assessment in Action: Using Data to Make a Difference in Washington Communities

With definitions, guidelines and real examples, this report from the Washington State Department of Health illustrates effective community assessment programs and the results they have achieved. This document is highly recommended for any organization interested in planning better health information services.

[http://assessnow.info/aia\\_final\\_report\\_adobe5.pdf](http://assessnow.info/aia_final_report_adobe5.pdf)

##### 10 Steps in Community Health Assessment Development Process

The New York State Department of Health provides planning models and frameworks to be used as guides for establishing a community health assessment plan. Click on the links to obtain more information on each of the 10 Steps in the development process.

<http://www.health.state.ny.us/statistics/chac/10steps.htm>

##### Community Health Assessment Training Resources

In 28 pages, this annotated list of resources is packed with information on everything from planning a community health assessment to collecting, analyzing, and presenting assessment data. Developed by the New York Assessment Initiative and supported by the CDC, it is recommended for anyone needing a comprehensive listing of resources.

[http://www.cdc.gov/ncphi/od/AI/files/assessment\\_training\\_resources\\_by\\_process\\_may09.pdf](http://www.cdc.gov/ncphi/od/AI/files/assessment_training_resources_by_process_may09.pdf)

#### ASSESSING SPECIAL GROUPS AND POPULATIONS

##### Maternal, Child and Adolescent Health Community Health Assessment Survey

From the University of California, San Francisco Family Health Outcomes Project (FHOP), the Maternal, Child and Adolescent Health Action

## Consumer Health Information Services

program offers samples of needs assessments covering such areas as dental health, asthma, childhood obesity, habits during pregnancy, and family violence. The Adolescent Health Survey can be utilized as a stand-alone survey. In addition, the surveys and their respective modules are available in English and Spanish.

[http://fhop.ucsf.edu/fhop/htm/prods/MCAH\\_cas.htm](http://fhop.ucsf.edu/fhop/htm/prods/MCAH_cas.htm) 

### Developing an Effective Planning Process: A Guide for Local MCH Programs

Another FHOP resource (see prior listing) the Maternal and Child Health Program offers a comprehensive guide and worksheets for developing a community health assessment plan. It includes details on identifying and setting priorities, action plans, and program evaluation and monitoring.

[http://fhop.ucsf.edu/fhop/htm/publications/pg\\_planGuide.htm](http://fhop.ucsf.edu/fhop/htm/publications/pg_planGuide.htm)

### **Hispanic Health Information Outreach: Recommendations for NLM Strategy and Tactics**

This report from the National Library of Medicine's Office of Health Information Programs Development and Office of Outreach and Special Populations provides an overview of Hispanic demographics and health issues, as well as recommendations for outreach tactics and strategies. Included are such topics as library and community-based outreach.

<http://nnlm.gov/evaluation/tools/hispanicoutreach.pdf>

## EVALUATING HEALTH INFORMATION OUTREACH PROJECTS

### **Planning and Evaluating Health Information Outreach Projects**

This 2006 series from the Outreach Evaluation Resource Center (OERC) of the NN/LM presents step-by-step planning and evaluation methods for community outreach programs. Each booklet includes a case study and worksheets to assist with outreach planning. The booklets are designed to supplement the workbook "Measuring the Difference: Guide to Planning and Evaluating Health Information Outreach" and to support evaluation workshops.

Booklet 1: Getting Started with Community-Based Outreach

[http://nnlm.gov/evaluation/booklets/booklet1/booklet1\\_whole.pdf](http://nnlm.gov/evaluation/booklets/booklet1/booklet1_whole.pdf)

Booklet 2: Including Evaluation in Outreach Project Planning

[http://nnlm.gov/evaluation/booklets/booklet2/booklet2\\_whole.pdf](http://nnlm.gov/evaluation/booklets/booklet2/booklet2_whole.pdf)

Booklet 3: Collecting and Analyzing Evaluation Data

[http://nnlm.gov/evaluation/booklets/booklet3/booklet3\\_whole.pdf](http://nnlm.gov/evaluation/booklets/booklet3/booklet3_whole.pdf)

### Tools and Resources for Evaluation and Data Collection

This section of the National Network of Libraries of Medicine site has a wealth of information on performing health needs assessments. Included are sample resources such as data collection forms, training needs assessments, and evaluation guides and handbooks.

<http://nnlm.gov/evaluation/tools/>

## STATISTICAL RESOURCES

### California Health Interview Survey (CHIS)

CHIS provides credible and comprehensive data on the health of Californians. The CHIS survey is conducted every two years on a wide range of health topics, providing a detailed picture of the health and health care needs of California's large and diverse population.

<http://www.chis.ucla.edu/>

### California Public Health Statistics

The California Department of Public Health provides a variety of reports, statistics, health indicators and other health related data that will help libraries understand the health issues and needs in their communities.

<http://www.cdph.ca.gov/data/Pages/default.aspx>

### California Demographics and Statistics

The State of California provides demographics data and health statistics that are useful for community needs assessments. Users can access state data files, databases, geographic data, and other data resources. Note: Specific statistical and demographic data can be hard to find by navigating through the site; using key word in the search box is most effective.

<http://www.ca.gov/>

### StateHealthFacts.org

From the Kaiser Family Foundation, this easy-to-use site allows searchers to find and compare health data at the state level on a number of health indicators.

<http://www.statehealthfacts.org/>

### FastStats – State and Territorial Data

Clicking on any state in the map takes users to a snapshot of available vital health statistics for that particular state.

[http://www.cdc.gov/nchs/fastats/map\\_page.htm](http://www.cdc.gov/nchs/fastats/map_page.htm)

### Behavioral Risk Factor Surveillance System

The Behavioral Risk Factor Surveillance System (BRFSS) is a state-based system of health surveys that collects information on health risk behaviors, preventive health practices, and health care access primarily related to chronic disease and injury. For many states, the BRFSS is the only available source of timely, accurate data on health-related behaviors. From the link provided, be sure to check the links at the left sidebar for additional tools.

<http://apps.nccd.cdc.gov/brfss/>

### HHS Gateway to Data and Statistics

From the U.S. Department of Health and Human Services (HHS), this gateway takes users to a wealth of resources of health data for each state.

<http://www.hhs-stat.net/scripts/state.cfm>

### Reference vs. Health Reference

Health reference questions can be more complicated than ordinary reference questions for a wide variety of reasons. Basic reference skills provide the foundation for providing good health reference. This section is designed to start with the basics, including sites with guidelines and techniques for conducting basic reference, then expands into the specifics of providing health reference services.

## Reference Services

### GENERAL REFERENCE

#### The Steps of the Reference Interview

This page provides seven simple techniques to follow during the reference interview. Utilizing these guidelines can improve reference interactions by helping librarians communicate positively to the patron, and by these actions, help patrons feel comfortable in approaching and asking their questions.

<http://www.statelibraryofiowa.org/ld/infolit/toolkit/geninfo/refinterview>

#### Guidelines for Behavioral Performance of Reference and Information Service Providers

Taking into consideration that reference interactions can now be virtual as well as face-to-face, the Reference and User Services Association (RUSA) from the American Library Association developed new guidelines for effective reference behavior.

<http://www.ala.org/ala/mgrps/divs/rusa/resources/guidelines/guidelinesbehavioral.cfm>

#### ORE on the WEB (Ohio Reference Excellence on the Web)

These excellent interactive modules from Ohio Reference Excellence will enable librarians and reference staff to refresh their skills in responding to reference questions. Users may select from many self-paced, interactive module topics including effective reference interviewing, interacting with different populations, deciding where and how to search, selecting and evaluating reference sources, and the ethics of reference service. Note: Links to many helpful resources are included, but the links were last updated in 2008 which sometimes leads to a dead end. The core content is still available and definitely worth exploring.

<http://www.olc.org/Ore/instructions.htm>



### CONSUMER HEALTH REFERENCE

#### The Consumer Health Reference Interview and Ethical Issues

Reference interviews for consumer health information can present particular challenges for librarians. On this page from the National Network of Libraries of Medicine (NN/LM), the challenges and guidelines for responding sensitively and effectively to patrons with health questions are described.

<http://nnlm.gov/outreach/consumer/ethics.html>

#### Guidelines on Handling Medical Questions in the Public Library

The Nebraska Library Commission offers guidelines that are similar to other sites, but a few features of this site are particularly useful. A sample set of caution statements/disclaimers for various kinds of situations is available, and a worksheet of questions that can be used with the patron for better understanding of complicated medical questions.

<http://www.nlc.state.ne.us/ref/star/chapter9b.html>

#### Guidelines for Providing Medical Information to Consumers

HealthNet provides a brief and useful set of rules to follow for health reference. The site is provided by librarians from the Lyman Maynard Stowe Library and the Connecticut Consumer Health Information Network.

<http://library.uchc.edu/departm/hnet/guidelines.html>

#### ALA Guidelines for Medical, Legal, and Business Responses

The Reference and User Services Association (RUSA), a division of the American Library Association, provides guidelines for health related reference services. This list is very comprehensive but may be a bit outdated as it is from 2001.

<http://www.ala.org/ala/mgrps/divs/rusa/resources/guidelines/guidelinesmedical.cfm>

#### Answering Consumer Health Questions: The Medical Library Association Guide for Reference Librarians

By Michele Spatz, 2008, Neal-Schuman Publishers Inc., ISBN- 978-1555706326

Booklist's review pronounced this guide a "practical handbook to help [librarians] respond appropriately to uniquely sensitive inquiries." This short volume addresses topics like communication techniques, professional ethics, legal issues, diversity of patrons, and difficult patrons for the information provider." This is an excellent resource for all library staff who provide health reference to the public.

[http://www.mlanet.org/order/answering\\_consumer\\_health.html](http://www.mlanet.org/order/answering_consumer_health.html)

#### Tips for Providing Health Reference to the Public

##### Tip #1: Every patron has the right to freely access any medical information in the library.

As librarians, we have a duty to guide a patron to material appropriate to the patron's needs in terms of level of difficulty and information content. However, we should never refuse to provide information requested by a patron because we disapprove, or feel that the material is unsuitable or may be frightening. A patron has a right to all information and must be allowed to make the decisions about what to read – or not read.

##### Tip #2: Counsel patrons on the limitations of the information you provide.

Patrons should be aware that the information may not be the best, latest, or most complete information on a topic. Furthermore, the information was not written with all the variables of their specific situation in mind, but their practitioner's advice is tailored to fit their exact diagnosis and medical history. If you do not have the resources to answer a question, tell the patron. Then suggest options for obtaining an answer. This could be your offer to delve more deeply at a later time, or referring the question to staff with relevant expertise and resources in your library system or community.

### Tip #3: Always tell patrons the source of provided information.

If you are providing material photocopied from a publication or printed from a computer, include the source and date of the information. For Internet materials, the URL alone is not sufficient; also include the name of the organization.

### Tip#4: The privacy of the patron should be respected at all times.

Be alert to clues that a patron may want to ask a question but is uncomfortable doing so when other people are nearby. Tactfully offer to move to a private area. If all public areas of your library are heavily used, plan in advance how you can provide privacy to patrons asking sensitive questions. Do not discuss the patron or his/her topic with anyone (except other staff helping to research the reference question). The patron's identity should never be revealed, by name or personal characteristics, even in seeking help for the patron, unless the patron has explicitly given permission. If you will be following up with a phone call to the patron's home or work, always ask if it will be okay to leave a message revealing the patron's topic of concern.

### Mayo Clinic Family Health Book (4th edition)

By Mayo Clinic Staff, 2009, Time, Incorporated Home, ISBN-13: 9781603200776

Though heavy to use, this tome from a trusted source covers the world of symptoms, diseases and treatment options, tests, and mental health issues, as well as information about healthy children and adults. A glossary and resource section precede a comprehensive index to the book's over 1400 pages.

<http://bookstore.mayoclinic.com/products/bookDetails.cfm?mpid=57>

### Merck Manual Home Health Handbook

By Robert S. Porter(Editor) et al, 2009, Merck Research Laboratories, Merck & Co., Inc. ISBN-13: 9780911910308

This version of the Merck Manual is a very useful consumer level title from the publishers of the classic manual for medical professionals. The print title is recommended for all libraries to include as a key reference title. Note also that the content of all of the Manuals (including the veterinary / pet owners' titles) is now available for free, including content in several other languages as well. The enhanced online versions are continuously updated and offer unlimited use of any title, including the more comprehensive 18th edition of The Merck Manual for medical professionals.

<http://www.merckbooks.com/mmhhh/index.html>

[www.merck.com/pubs/](http://www.merck.com/pubs/) 

### Merriam-Webster's Medical Desk Dictionary, Revised 3rd Edition

By Merriam-Webster, Delmar Cengage Learning, 2005, ISBN-13: 978-1418000578

In this quick reference to over 60,000 words and phrases, medical terms are briefly defined with easy-to-understand terminology, but without illustrations. It is MedlinePlus's online dictionary of choice.

[http://www.cengage.com/search/productOverview.do?N=+4294922452+4294922384+4294962326&Ntk=P\\_Isbn13&Ntt=9781418000561](http://www.cengage.com/search/productOverview.do?N=+4294922452+4294922384+4294962326&Ntk=P_Isbn13&Ntt=9781418000561)

## Recommended Reference Materials

### CORE PRINT REFERENCE MATERIALS

#### About This Section:

The titles in the core print reference section are arranged roughly in Dewey Decimal order, starting with general medical handbooks, dictionaries, and anatomy books; then titles become more specific.

## Consumer Health Information Services

### **Mosby's Dictionary of Medicine, Nursing & Health Professions, 8th edition**

By Mosby, 2009, Mosby Elsevier, ISBN-13: 978-0-323-04937-5

Using natural language order for 51,000+ phrases and medical words, this work includes many color illustrations and photos. Larger print makes for easy reading. Multiple appendices are very useful, including “diagnosis-related groups” (DRGs), which patrons may need to decipher medical records. Note: Some patrons will find some photos too graphic; others will appreciate the details.

[http://www.us.elsevierhealth.com/product.jsp?sid=EHS\\_US\\_BS-SPE-100029&isbn=9780323049375&lid=EHS\\_US\\_BS-DIS-4&iid=0](http://www.us.elsevierhealth.com/product.jsp?sid=EHS_US_BS-SPE-100029&isbn=9780323049375&lid=EHS_US_BS-DIS-4&iid=0)

### **Stedman's Medical Dictionary, 28th edition**

Stedman's, 2005, Lippincott Williams & Wilkins, ISBN-13: 9780781733908

This popular reference defines 107,000+ terms, using a main entry/subentry format. Print may be small for older patrons; the illustrating drawings are excellent; and useful appendices include “diagnosis-related groups” (DRGs), which patrons may need to decipher medical records.

<http://www.stedmans.com/product.cfm/481/215>

### **Spanish-English, English-Spanish Medical Dictionary, 3rd edition**

By Onyria Herrera McElroy and Lola L. Grabb, 2005, Lippincott Williams & Wilkins, ISBN-13: 978-0781761703

In addition to the two-way glossaries, this also has dually labeled anatomical diagrams and useful phrases, plus sample consent, authorization, and release forms. Spanish-speaking patrons will find it very helpful.

<http://www.lww.com/product/?978-0-7817-5011-0> 

### **Netter's Atlas of the Human Body**

By Icon Learning Systems, 2005, Barron's Educational, ISBN-13: 978-0-7641-5884-1

Physician Frank Netter, who produced texts for medical students, was passionate about medical illustrations. This compilation includes his most useful color renditions and various views of the body's systems (skeletal, nervous, endocrine etc.). Brief notes explain how the illustrated

structures work together. Dr. Netter's realistic artwork is known for its value in clarifying a medical point. Note: This book is no longer listed on the publisher's site, but is available through other online book stores.

[www.barronseduc.com](http://www.barronseduc.com)

### **The Human Body Book**

By Richard Walker and Steve Parker, Dorling Kindersley, ISBN-13: 978-0756628659

Using a complementary approach to anatomy and physiology, this book contains stunning graphics and computer-generated 3-D images. It presents the complexity of the human body and how it works, including 200 common medical conditions and how those change how the body works. A fully interactive DVD has dramatic animations.

[http://us.dk.com/nf/Book/BookDisplay/0,,9780756628659,00.html?strSrchSql=human+body+book/The\\_Human\\_Body\\_Book\\_Richard\\_Walker](http://us.dk.com/nf/Book/BookDisplay/0,,9780756628659,00.html?strSrchSql=human+body+book/The_Human_Body_Book_Richard_Walker)

### **American Dietetic Association Complete Food and Nutrition Guide**

By Roberta Larson Duyff, 2006, Wiley, John & Sons, ISBN-13: 978-0-470-04842-9

From basic nutrition information to “smart eating: the consumer marketplace,” this guide is extensive yet accessible. It includes a “special issues” section and valuable appendices, and a softcover edition is also available. Additionally, the ADA's web site is a treasure trove for the public and professionals alike.

<http://www.eatright.org/Shop/Product.aspx?id=5062>

### **Complete Guide to Prescription & Nonprescription Drugs**

By H. Winter Griffith, 2010, Penguin Group (USA), ISBN-13: 9780399535338

With references to over-the-counter drugs as well as prescription medications, this reference is a gem. Helpful general information about drugs precedes the “drug chart” section, which lists easy-to-read details on over 7,000 brand and generic names. Dosages, precautions and interactions are noted for each drug.

[http://us.penguingroup.com/nf/Book/BookDisplay/0,,9780399535338,00.html?Complete\\_Guide\\_to\\_Prescription\\_&\\_\\_Nonprescription\\_Drugs\\_2010\\_H.\\_Winter\\_Griffith](http://us.penguingroup.com/nf/Book/BookDisplay/0,,9780399535338,00.html?Complete_Guide_to_Prescription_&__Nonprescription_Drugs_2010_H._Winter_Griffith)

## Consumer Health Information Services

### **Worst Pills, Best Pills: A Consumer's Guide to Avoiding Drug-induced Death or Illness**

By Sidney M. Wolfe, M.D., 2009, Simon & Schuster Adult, ISBN-13: 9781439138809

In the area of massive “direct-to-consumer” multi-media advertising, this resource is invaluable. First published in 1988, the current edition “analyzes 538 drugs you should not use and safer alternatives.” The publisher is the independent non-profit Public Citizen’s Health Research Group which maintains a useful web site.

<http://www.worstpills.org/>

### **Complete Guide to Symptoms, Illness & Surgery (with CD-ROM)**

By H. Winter Griffith, M.D., 2006, Penguin Group (USA), ISBN-13: 9780399533211

Patrons often ask for information about symptoms, which can be difficult for reference staff. The first section of this revised 5th edition charts symptoms and corresponding “possible problems” and “what to do.” The following sections have single-page summaries of nearly 600 medical conditions and two-page summaries and B&W drawings of 160 surgeries.

<http://us.penguin.com/nf/Author/AuthorPage/0,,1000013198,00.html>

### **Professional Guide to Signs & Symptoms**

By Lippincott (Editor), 2010, Lippincott Williams & Wilkins, ISBN-13: 9781608310982

Since the medical literature is typically organized by diagnosis, finding in-depth information about symptoms can be a challenge. This is a professional level volume and excellent companion to the lay title above.

<http://www.lww.com/product/?978-1-60831-098-2>

### **Griffith's Instructions for Patients (with CD-ROM in English and Spanish)**

By Stephen W. Moore, 2004, Elsevier Health Sciences, ISBN-13: 9781416000365

Some patrons need basic information about an illness in an easy-to-digest format. The 542 conditions are described in one page each, covering description, diagnosis and treatment, and possible complications.

Other simply displayed pages cover special diets and anatomy. The bonus with this 7th edition is the CD-ROM containing complete contents in two languages most needed for California.

[http://www.elsevier.com/wps/find/bookdescription.cws\\_home/703095/description#description](http://www.elsevier.com/wps/find/bookdescription.cws_home/703095/description#description) 

### **Encyclopedia of Mental Health**

By Ada P. Kahn, et al, 2007, Facts on File, Inc. ISBN-13: 9780816064540

This encyclopedia provides a broad look into the mental health realm and how physical and mental health interact. Entries range from brief paragraphs to full pages and explain the disorders and their pharmaceutical and complementary therapies, and it includes a good section on stress management.

<http://www.infobasepublishing.com/Bookdetail.aspx?ISBN=0816064547&Ebooks=>

### **Diagnostic and Statistical Manual of Mental Disorders: DSM-IV-TR (4th ed., text revision)**

By the American Psychiatric Association, 2000, American Psychiatric Publishing, Inc., ISBN-13: 9780890420256

Though this comprehensive guide for the classification of mental health concerns is for the medical professional and is difficult reading for most consumers, it is vital to have available for mental health patients and their families.

<http://www.psych.org/mainmenu/research/dsmiv/dsmivtr.aspx>

### **The Family Intervention Guide to Mental Illness: What you need to know about symptoms, therapy, medication, and recovery**

By Bodie Morey and Kim T. Mueser, 2007, New Harbinger Publications, Inc., ISBN-13: 9781572245068

Library Journal’s review called this a “lay guide to understanding and identifying common mental illnesses and assisting loved ones who suffer from them... This highly useful material...[is supplemented by] superb appendixes [which] provide further information on psychiatric medications, mental health resource organizations, and a handy nine-step guide



## Consumer Health Information Services

to recognizing and managing mental illness... Highly recommended for public libraries.” Note: This title is no longer available at the publisher, but should be available through online bookstores.

<http://www.newharbinger.com/bookstore/>

### **50 Signs of Mental Illness: A User Friendly Alphabetical Guide to Psychiatric Symptoms and What You Should Know About Them**

By James Whitney Hicks, M.D., 2006, Yale University Press, ISBN-13: 9780300116946

The fifty signs discussed by this psychiatrist may – or may not – signal mental illness. For those that are of concern, Dr. Hicks outlines clinical treatments and offers practical coping and caregiving strategies. The second link is to additional health titles from this publisher.

<http://yalepress.yale.edu/yupbooks/book.asp?isbn=9780300116946>

<http://yalepress.yale.edu/yupbooks/SeriesPage.asp?series=120&selOrder=NewtoOld>

### **The New Heart Disease Handbook: Everything You Need to Know to Effectively Reverse and Manage Heart Disease**

By Christopher P. Cannon, M.D., et al. 2009, Fair Winds Press, ISBN-13: 9781592333813

With so many Americans living with heart disease, a comprehensive yet accessible volume such as this is a goldmine. In addition to the overviews you’d expect, black and white illustrations and medical images help explain concepts and concerns.

<http://www.qbookshop.com/products/153544/9781592333813/The-New-Heart-Disease-Handbook.html>

### **Everyone’s Guide to Cancer Therapy: How Cancer Is Diagnosed, Treated, and Managed Day to Day**

By Andrew Ko, M.D. et al, 2008, Andrews McMeel Publishing, ISBN-13: 9780740768576

Long a standard in consumer health libraries, the fifth edition of this work is the first place to look when asked cancer questions. In addition to chapters on major types of cancer, there are chapters on such vital interests as second opinion, types of treatment, new

advances, and quality of life. For circulation, consider Everyone’s Guide to Cancer Survivorship (2007) and Everyone’s Guide to Cancer Supportive Care (2005) from the same publisher.

<http://www.andrewsmcmeel.com/products/?isbn=0740768573>

### **Dana Guide to Brain Health: A Practical Family Reference from Medical Experts**

By Floyd E. Bloom, M.D., et al, 2006, Dana Press, ISBN-13: 9781932594102

This valuable resource includes fascinating chapters such as “the brain-body loop” and “the body manager” as well as conditions and injuries of the brain and nervous system. The “Emotional and Control Disorders” chapter includes useful sections on substance abuse and addiction. This foundation’s web site is rich with other resources and has a section of “services for librarians.”

<http://www.dana.org/news/danapressbooks/detail.aspx?id=3452>

### **The Encyclopedia of Skin and Skin Disorders (3rd ed.)**

By Carol Turkington, et al, 2007, Facts on File, ISBN-13: 978-0-8160-6403-8

This volume includes concise entries on over 1,100 skin care concerns including diagnosis and treatments. Resources include cosmetic ingredients to avoid. This book has no illustrations, perhaps of interest since color photos in dermatology titles are sometimes too graphic for many members of the general public.

<http://www.infobasepublishing.com/Bookdetail.aspx?ISBN=0816064032&Ebooks>

### **Encyclopedia of Genetic Disorders and Birth Defects**

By James Wynbrandt, et al, 2008, Facts on File, ISBN-13: 9780816063963

“A history of human genetics,” the introduction section in this 3rd edition, is like taking a class on the subject. The entries are sometimes brief, other times longer, depending on the topic discussed. Illustrations would have made this title even more valuable. This is a great source to check for those puzzling syndrome questions.

<http://www.infobasepublishing.com/Bookdetail.aspx?ISBN=0816063966&Ebooks>



### SERIES – PRINT AND MULTIMEDIA RESOURCES

#### About This Section:

The recommendations in this section are arranged alphabetically rather than in categories or any preferential order.

#### American Cancer Society Books

These books provide general information on cancer as well as information on specific cancers. There are also cookbooks, advice books on coping and caregiving, and books for survivors and for children.

[https://www.cancer.org/docroot/pub/pub\\_0.asp?from=fast](https://www.cancer.org/docroot/pub/pub_0.asp?from=fast)

#### American Diabetes Association Books

These books, CDs and DVDs provide information and advice for healthy living with diabetes. The series includes titles in Spanish and books for special populations.

<http://store.diabetes.org/> 

#### American Medical Association's Health Books

The AMA has more than 20 books for health consumers, including medical encyclopedias, teen health guides, a first-aid guide, and family wellness

<https://catalog.ama-assn.org/Catalog/product/categories.jsp?parentCategoryName=Health+Books&parentCategory=cat230024>

#### Cleveland Clinic Guides

Titles in this series include The Cleveland Clinic Guide to Heart Attacks, The Cleveland Clinic Guide to Liver Disorders, and The Cleveland Clinic Guide to Menopause.

<http://cchealth.clevelandclinic.org/publications/guides>

#### The Comfort of Home Caregiver Book Series

The publisher's original classic "Comfort of Home: A Complete Guide for Caregivers" is now in third

edition and available in Spanish. There are several more specific titles (e.g. "The Comfort of Home for Chronic Heart Failure") with more pending, plus videos on caregiving that might be useful for a library's collection. Their web site also has resources to prevent caregiver burnout, care for the caregivers, and more.

<http://www.comfortofhome.com/>

<http://www.comfortofhome.com/bk/spanish.php> 

#### The Complete Idiot's Guides

There are more than a hundred consumer health books in this popular series. Topics include arthritis, diabetes, vaccinations, and medical care for the uninsured.

<http://us.penguingroup.com/static/pages/cig/index.html>

#### Facts on File Library of Health and Living Encyclopedia Set

This series is an excellent starting place providing accessible language (9th grade and higher) on hundreds of topics in each title. Definitions range from a paragraph to several pages in the general health titles.

<http://www.infobasepublishing.com/Series.aspx?SeriesISBN=082902>

#### The First Year: An Essential Guide for the Newly Diagnosed

Published by De Capo Press, the First Year Series is a collection of books written by a combination of health experts and patients. These patient-expert guides are written especially for people who have been recently diagnosed with a condition. The short URL will launch a search for the series.

<http://www.perseusbooksgroup.com/dacapo/home.jsp>

<http://bit.ly/bqq16V>

#### The For Dummies Books

With more than 150 million books in print, For Dummies is widely recognized. There are over seventy-five health-related titles to choose from, and all are geared toward health consumers.

<http://www.dummies.com/store/Health.html>

#### Harvard Health Publications

Harvard Medical School publishes user-friendly health guide books as well as health newsletters on a variety

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of health topics. Subjects range from enhancing general health and wellness to serious chronic and acute diseases.

<http://www.health.harvard.edu/>

### **Institute for Healthcare Advancement's What to Do For Health Series**

This series is worthy of listing in more than one section of the Toolkit. Mentioned above in the Easy-to-Read and Health Literacy sections, these easy-to-read books are organized for easy use and immediate access to needed information. Liberally illustrated and containing no medical jargon, the books are meant to be a resource that can be used by anyone who needs information on each topic. These books are written at a third to fifth grade reading level. Sample titles: What to Do For Senior Health, What to Do For Healthy Teeth, and What to Do When Your Child Gets Sick.

[http://iha4health.org/default.aspx/MenuItemID/185/MenuGroup/\\_Home.htm](http://iha4health.org/default.aspx/MenuItemID/185/MenuGroup/_Home.htm)

### **Johns Hopkins Press Health Books**

Titles in this series include The Medical Guide to Health, The Back Book, Living with Coronary Heart Disease, and Choices in Breast Cancer Treatment. To find listings in the series at the link below, click on "Browse Books," choose "Series," then "A Johns Hopkins Press Health Book." Alternatively, click on the bit.ly shortcut link below to go directly to the search results page.

<http://jhupbooks.press.jhu.edu/ecom/MasterServlet/JspHandle?pageName=BooksJsp&loggedIN=false&JavaScript=y>  
<http://bit.ly/chEjKT>

### **Johns Hopkins Health Alerts**

Health Alerts are available on 20 popular topics; users can sign up for free email alerts on topics of their interest.

<http://www.johnshopkinshealthalerts.com/alerts/>

### **Lange Current Series**

From McGraw Hill, the Lange Current Series offers affordable textbooks on many specialties including the classic Current Medical Diagnosis and Treatment, which is updated every year. This paperback series is intended primarily for medical students and clinicians

yet offers the sophisticated patron the power to learn more about a diagnosis in a "real medical textbook" with superb organization, index, and currency. Another useful title is Family Medicine which covers birth to geriatrics. If your library patrons include educated and motivated parents, consider also Current Medical Diagnosis and Treatment Pediatrics.

<http://www.mhprofessional.com/category/?cat=4239>

### **Mayo Clinic Books, Newsletters and DVDs**

The expertise of the world-renowned Mayo Clinic is available to all through newsletters, books, and DVDs that provide practical, understandable health information. Books include the Mayo Clinic Guide Series such as the popular (Mayo Clinic Heart Book) and DVDs such as the Mayo Clinic Wellness Solutions Series.

<http://bookstore.mayoclinic.com/>

### **Omnigraphics Health Reference Series**

Each volume in the Health Reference Series is written in concise, straightforward, non-technical language and provides answers to complex medical issues. New editions are released often enough that these books are relatively up to date. This series includes more than 140 subject volumes in print, on a wide variety of health topics.

[http://www.omnigraphics.com/category\\_view.php?ID=3](http://www.omnigraphics.com/category_view.php?ID=3)

### **Well-Connected In-Depth reports**

These comprehensive 8-12 page reports cover 100 of the most common medical conditions and health topics. Updated regularly, each includes treatment options, prognosis, complications, and relevant links within each topic. These are available only as an online subscription. The reports are appropriate for patrons who need a higher level of information.

<http://www.adameducation.com/well-connected.aspx>

### **You: The Owner's Manual Books**

Well-known TV personalities Dr. Oz and Dr. Roizen's series of books are especially for health consumers. Titles include: You: The Owner's Manual; You: The Smart Patient; and You: Having a Baby. Some titles are also available as CDs and DVDs.

<http://www.realage.com/go-shopping/buy-books-dvds>

### Evaluating Health Information

Health information is everywhere. In the course of any normal day, people are exposed to sound bites on the radio and television, articles in magazines and newspapers, and the Internet. The quality of the information varies widely, but how do people recognize good information from the bad? Often, information is presented on web sites that make money by advertising or selling products. Information might be outdated, inaccurate or from a source with questionable motives. Some web sites intentionally design sites to mimic authoritative sites, with the intention of building trust for a product or service. For some topics, these issues might not be as important, but the implications for inaccurate health information are high. In order to make good decisions about health, patients and caregivers need quality information.

**Librarians and library staff have an opportunity to help patrons understand what to look for when evaluating health information. Here are some questions to ask:**

**Who is the author or source?**

Look for authoritative, knowledgeable sources.

**Is it accurate?**

Look for evidence of truth and reliability of the information.

**What is the purpose?**

Sometimes information is provided as a way to sell something, rather than to provide quality information.


**Is the content relevant and appropriate?**

Consider the audience and the relevancy to the information need.

**Is the information current?**

Health information can become outdated quickly, so currency is important.

**The list above is based on the CRAAP Test, developed by the Meriam Library at the California State University, Chico.**

 [www.csuchico.edu/lins/handouts/eval\\_websites.pdf](http://www.csuchico.edu/lins/handouts/eval_websites.pdf)

### MedlinePlus Guide to Healthy Web Surfing

This guide provides the questions to ask when evaluating health information, then provides good explanations of the answers.

<http://www.nlm.nih.gov/medlineplus/healthywebsurfing.html>

### Looking for Reliable Information?

The Health on the Net Foundation provides a very good article on evaluating sites at the link below.

[http://www.hon.ch/HONcode/Patients/visitor\\_safeUse2.html](http://www.hon.ch/HONcode/Patients/visitor_safeUse2.html)

### Evaluating Health Information

This Health Topic page on MedlinePlus provides a comprehensive list of resources for librarians and patrons alike, including evaluating specific kinds of health information.

<http://www.nlm.nih.gov/medlineplus/evaluatinghealthinformation.html>

### Understanding Health Literacy

#### OVERVIEWS

##### Health Literacy

From the Consumer Health Manual at the National Network of Libraries of Medicine web site, this is a good starting point for library staff to learn more about health literacy. The site provides a good overview of the skills needed to be health literate and the role of the consumer health librarian. Numerous links to health literacy organizations and programs are included.

<http://nnlm.gov/outreach/consumer/hlthlit.html>

##### **The Challenge of Providing Consumer Health Information Services in Public Libraries**

This highly recommended overview from the Healthy People 2010 Library Initiative discusses the need for providing easy-to-understand health information, and it offers a comprehensive list of resources to help public libraries to achieve that goal.

<http://www.healthlit.org/pdfs/AAASFINAL.pdf>

##### **Health Literacy: A Prescription to End Confusion**

By Lynn Nielsen-Bohlman, et al., 2004, Committee on Health Literacy, Institute of Medicine,

ISBN-10: 0-309-09117-9

Millions of Americans cannot understand or act upon the health information given to them by modern health systems. This report is a classic in the field of health literacy, covering social and economic implications and strategies to promote a health literate society. The web site provides a PDF version and the option to purchase the hardcover book. Also, the entire text can also be viewed at the link provided.

<http://www.iom.edu/Reports/2004/Health-Literacy-A-Prescription-to-End-Confusion.aspx>

##### **The MLA Guide to Health Literacy at the Library**

By Marge Kars, et al., 2008, Neal-Schuman Publishers, ISBN-13: 978-1-55570-625-8

This guide provides help for librarians struggling to respond to patrons' unmet health information needs.

You will learn strategies for working with low-literacy populations, including seniors, the disabled, ESL groups, and people of diverse social and cultural backgrounds.

[http://www.mlanet.org/order/guide\\_health\\_literacy.html](http://www.mlanet.org/order/guide_health_literacy.html)

#### What Is Health Literacy?

In simple terms, health literacy is the ability to read and understand written health-related information, the ability to understand spoken health information, and the ability to act or make decisions about the information.

#### INITIATIVES AND ORGANIZATIONS ADDRESSING HEALTH LITERACY

##### **American Medical Association Foundation**

In 1998, the American Medical Association (AMA) formally recognized that limited patient literacy negatively affects medical diagnosis and treatment. Since then, the AMA Foundation has been working to raise awareness of health literacy through its toolkits, training materials, videos and other materials. The videos are highly recommended; the participants and the stories they tell are especially compelling, illustrating real-life difficulties that people with low health literacy encounter in everyday situations.

<http://www.ama-assn.org/ama/pub/about-ama/ama-foundation/our-programs/public-health/health-literacy-program.shtml>

##### **Medical Library Association Health Information Literacy**

The MLA Health Information Literacy Pages include numerous links for librarians, health professionals and consumers.

<http://mlanet.org/resources/healthlit/>

##### **National Institute for Literacy (NIFL)**

NIFL is a federal agency that provides leadership on literacy and health literacy issues. Of particular interest on this web site is the Health Literacy Discussion List, a professional development forum that covers

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topics such as health education efforts within literacy programs, literacy screening measures in health care settings, and the readability of health materials. See the second link below for the Health Literacy Discussion List.

<http://www.nifl.gov/>

[http://www.nifl.gov/lincs/discussions/healthliteracy/about\\_health.html](http://www.nifl.gov/lincs/discussions/healthliteracy/about_health.html)

### Literacyworks / California Health Literacy Initiative

The California Health Literacy Initiative was launched by California Literacy (now defunct) in 2003 to inform and partner with individuals and organizations to craft solutions that would positively impact the health and well-being of individuals with low literacy skills, their families, and their communities. Literacyworks is now continuing and expanding the original goal of the Initiative through increasing collaborative partnerships and developing understandable health literacy material.

<http://literacyworks.org/>

<http://cahealthliteracy.org/>

## STATISTICS AND RESEARCH

### The Health Literacy of America's Adults: Results from the 2003 National Assessment of Adult Literacy

The National Assessment of Adult Literacy (NAAL) was the first large-scale national assessment in the United States to include a component designed specifically to measure health literacy.

<http://nces.ed.gov/Naal/health.asp>

<http://nces.ed.gov/pubs2006/2006483.pdf>

## HELPING PATRONS COMMUNICATE BETTER WITH HEALTH PROVIDERS

### Information Rx

Librarians, physicians, and other health care professionals can write an “information prescription” to refer patients, caregivers, and library users to quality health information at MedlinePlus.gov. All materials can be ordered free of charge. The second link is specifically for librarians.

<http://informationrx.org/>

<http://nnlm.gov/hip/infoRx/>

### Ask Me 3

From the National Patient Safety Foundation, this site provides a simple strategy for better patient/doctor communications. This particular section is for patients who want to communicate more effectively with their health care provider.

<http://npsf.org/askme3/>

### Helpful Tip:

Many patrons are asking health questions at the library for many reasons, but often it is because they need information they haven't received (or understood) from their health care provider or because they aren't sure what questions to ask. Librarians have an opportunity to help patrons communicate better with the doctor, nurse, or any other health professional by using the resources listed in this section with the patron who is asking for health information.

### The Questions Are the Answer Campaign

From the Agency for Healthcare Research and Quality (AHRQ), this fun and informative program helps patients ask the right questions of their health care providers, with the goal of better health outcomes. The site also includes a question builder tool that patients can use to create a list of question to take to their next medical appointment.

<http://www.ahrq.gov/questionsaretheanswer/>

### How to Talk With Your Child's Doctor

KidsHealth from the Nemours Foundation includes information on talking with your child's doctor.

[http://www.kidshealth.org/parent/general/sick/talk\\_doctor.html](http://www.kidshealth.org/parent/general/sick/talk_doctor.html)

### Time to Talk Campaign

In a recent report from the National Center for Complementary and Alternative Medicine (NCCAM),



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two out of three adults age 50+ reported using some form of complementary and alternative medicine (CAM), yet only one in three discussed it with their health care providers. Patients and their health care providers need to talk openly about all of their health care practices. NCCAM created Time to Talk to inform consumers about the importance of telling their doctors about their use of CAM therapies.

<http://nccam.nih.gov/timetotalk/forpatients.htm>

<http://nccam.nih.gov/health/espanol/horadeconversar/pacientes.htm> **SPAN**

### Talking With Your Doctor

NIHSeniorHealth provides a topic called Talking with your Doctor, which includes information of interest to older adults.

<http://nihseniorhealth.gov/talkingwithyourdoctor/toc.html>

### **PDF** Talking with Your Doctor - Booklet

This printable 48-page booklet is an excellent guide for older adults who would like information on choosing a doctor, preparing for appointments, providing and getting medical information, making decisions, and discussing sensitive topics.

[http://www.nia.nih.gov/NR/rdonlyres/90DF996C-DF5F-4245-B7CA-B2E1B993D8C7/0/TWYD\\_Final.pdf](http://www.nia.nih.gov/NR/rdonlyres/90DF996C-DF5F-4245-B7CA-B2E1B993D8C7/0/TWYD_Final.pdf)

[http://www.nia.nih.gov/NR/rdonlyres/D149CA19-48D2-4D1E-BFD3-CDF26AFE55EC/0/Conversando\\_con\\_su\\_Medico.pdf](http://www.nia.nih.gov/NR/rdonlyres/D149CA19-48D2-4D1E-BFD3-CDF26AFE55EC/0/Conversando_con_su_Medico.pdf) **SPAN**

### FamilyDoctor.org's Do I Need an Interpreter?

From the American Academy of Family Physicians, this article explains typical services that are available for patients who might need an interpreter for health information from the doctor or health care provider.

<http://familydoctor.org/online/famdocen/home/articles/884.html>

<http://familydoctor.org/online/famdoces/home/articles/884.html> **SPAN**

## PLAIN LANGUAGE RESOURCES

### Deciphering Medspeak

The Medical Library Association produces a series of brochures which are mini-glossaries of medical words for specific conditions. Some are available in plain language. All are available as free PDF files, and the

brochures can be ordered in quantity for minimal cost.

<http://www.mlanet.org/resources/medspeak/>

### Harvard Health Literacy Studies Plain Language Glossaries and Materials

The Harvard School of Public Health published easy-to-understand glossaries on three topics: arthritis, asthma and lupus.

<http://www.hsph.harvard.edu/healthliteracy/resources/glossaries/index.html>

### Health Literacy Resource Center

The section on Plain Language Health Resources is particularly useful (see the second link below). Note: Although this web site is no longer being updated, its resources are still worthwhile.

[http://www.cahealthliteracy.org/resource\\_center.html](http://www.cahealthliteracy.org/resource_center.html)

<http://www.cahealthliteracy.org/rc/1.html>

### Helpful Tip:

Be sure to check out the Easy-to-Read listings in the Health Resources section of the Toolkit. You will find many more helpful items appropriate for patrons who need materials that are easier to read and understand.

## WRITING EASY-TO-USE MATERIALS

### **PDF** Scientific and Technical Information: Simply Put

The CDC offers tips for translating medical and scientific information into easy-to-read brochures, pamphlets, booklets, and fact sheets. Librarians often need to put complicated information into handouts for patrons, and using the concepts in this document will improve the readability of materials produced for all library patrons.

[http://www.cdc.gov/DHDSP/cdcynergy\\_training/Content/activeinformation/resources/simpput.pdf](http://www.cdc.gov/DHDSP/cdcynergy_training/Content/activeinformation/resources/simpput.pdf) **EASY**

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### **Health Literacy Online: A Guide to Writing and Designing Easy-to-use Health Web Sites**

The U.S. Dept. of Health & Human Services has written a how-to guide for creating health Web sites and Web content for the millions of Americans with limited literacy skills and limited experience using the Web.

<http://www.health.gov/healthliteracyonline/> 

[http://www.health.gov/healthliteracyonline/Web\\_Guide\\_Health\\_Lit\\_Online.pdf](http://www.health.gov/healthliteracyonline/Web_Guide_Health_Lit_Online.pdf) 

### **How to Write Easy-to-read Health Materials**

This page is highly recommended for anyone who needs to write materials at an easy reading level. While it discusses health materials specifically, the concepts are applicable for other types of information as well. The page includes helpful links to a other guidelines and a number of tools to assess reading levels of written materials.

<http://www.nlm.nih.gov/medlineplus/etr.html> 

## **Building Community Partnerships**

### **GUIDELINES AND EXAMPLES**

#### **Public Libraries and Community Partners: Working Together to Provide Health Information**

This is a one-stop shop for information on developing community health programming, locating funding, and partnering with other organizations. This guide was created to encourage health information partnerships between public libraries, local health or community-based organizations, and the National Network of Libraries of Medicine (NN/LM), but covers many other aspects of providing health information services.

<http://nnlm.gov/outreach/community/>

#### **Bringing Health Information to the Community (BHIC)**

Get current news about training and funding opportunities, upcoming health promotion events and activities, and a wide mix of other resources from this NN/LM blog focused on community health information issues, especially underserved communities. You can select postings on specific areas of interest, such as “Public Library,” “Minority Health Concerns,” or “National Library of Medicine.”

<http://nnlm.gov/mcr/bhic/?paged=2>

### **Health Information Partnerships: Tips From a Partnership**

The Community Health Information Partnership (CHIP) is a real-life example of a partnership for health information. This page gives great tips for starting and sustaining a partnership based on the experiences of a public library and a hospital in the community.

<http://nnlm.gov/outreach/consumer/partnerships.html>

### **Healthy People Library Project: Creating Partnerships for Health Outreach**

Tips, ideas and models for librarians on how to partner with organizations for community health outreach.

[http://www.healthlit.org/health\\_outreach/outreach\\_models.htm](http://www.healthlit.org/health_outreach/outreach_models.htm)

### **Public Library Partnerships Which Add Value to the Community**

This paper presents a very clear analysis of the Hamilton Public Library’s experiences in partnership building: what the library brings to the partnership, how to meet the needs of your partners, and lessons learned during the partnerships. The paper provides excellent examples for many different types of partnerships and projects, and is highly recommended reading for libraries as they consider partnering in the community.

<http://archive.ifla.org/IV/ifla71/papers/041e-Hovius.pdf>

### **Community Day Toolkit**

The goal of Community Day is to assist libraries, through funding and resources, in becoming active partners in their communities’ emergency preparedness, response, and recovery planning. Visit this page for ideas on how the library can spearhead awareness and readiness programs to the benefit of the entire community in the event of an emergency or disaster.

<http://nnlm.gov/outreach/communityday/toolkit.html>

### **Librarians as Community Partners**

Edited by Carol Smallwood, 2010, ALA Editions, ISBN: 978-0-8389-1006-1, available in print or as an e-book.

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This book contains 66 examples of library partnerships in community action, including a huge array of program and event options. While most are not directly related to health situations, the book abounds with ideas that could be adapted to disseminating health information.

<http://www.alastore.ala.org/detail.aspx?ID=2774>

## FUNDING PARTNERSHIPS AND PROJECTS

### Funding Opportunities for Partnerships

The National Library of Medicine, through the regional NN/LM offices, provides funding for community-based health information programs and outreach. Visit this site to learn how to reach the NN/LM office in your region to learn more about ideas for projects and funding opportunities.

<http://nnlm.gov/outreach/community/funding.html>

### Foundation Center

The Foundation Center is a national nonprofit service organization recognized as the nation's leading authority on organized philanthropy, connecting nonprofits and the grant makers. It contains tools and information on fundraising. Once registered (free) you can opt to receive periodic information via e-mail on funders in the health and human services area or other areas of interest to you.

<http://foundationcenter.org/>

## CONNECT WITH ORGANIZATIONS TO CREATE HEALTHIER COMMUNITIES

### Leadership for Healthy Communities (LHC)

LHC, a national program of the Robert Wood Johnson Foundation, supports local and state government leaders trying to reduce childhood obesity, to facilitate active living, healthy eating and access to healthy foods. The web site's resources can help librarians brainstorm programming topics, identify potential partners for programming, and develop healthier library environments for staff and patrons. The second URL links to LHC's "Action Strategies Toolkit," which presents current best approaches for fostering healthy behaviors and identifies key stakeholders for each approach.

<http://www.leadershipforhealthycommunities.com/>

<http://www.leadershipforhealthycommunities.org/content/view/349/122/>

### Leadership for Healthy Communities

This is an advocacy organization with the tagline "Advancing Policies for Healthy Eating and Active Living." The organization created the Action Strategies Toolkit, which represents a collection of current best approaches that have been identified, evaluated, and selected by Leadership for Healthy Communities and several organizations participating in the program.

<http://www.leadershipforhealthycommunities.org/content/view/352/161/>

[http://www.leadershipforhealthycommunities.org/images/stories/toolkit/lhc\\_action\\_strategies\\_toolkit\\_0900504final.pdf](http://www.leadershipforhealthycommunities.org/images/stories/toolkit/lhc_action_strategies_toolkit_0900504final.pdf)

## Programming Ideas and Health Outreach

### Helpful Tip:

In addition to the all-encompassing resources listed at the beginning of the Consumer Health Services section, the American Library Association publishes many books on creating programming for adults, children and other groups. Also, many of the resources in the Partnerships section provide examples of programs that may be just right for your community.

## HEALTH PROGRAMMING IN LIBRARIES

### Healthy People Library Project: Case Studies

This report profiles eight case studies of successful community health outreach programs at public libraries, beginning with the planning process all the way to the outcomes. The case studies can be used as examples for libraries who want to create similar programs for their communities.

[http://www.healthlit.org/health\\_outreach/documents/FieldTestReport-Nov03-Rev..pdf](http://www.healthlit.org/health_outreach/documents/FieldTestReport-Nov03-Rev..pdf)

### IDEAS AND PLANNING RESOURCES

#### Label Literacy Fair

This three-hour event can be held indoors or outside—anywhere you have enough room to set up several long tables to resemble supermarket aisles. Before the event, ask your staff to save cans, boxes, bottles, and other items that have food labels. Group these items on your tables with like foods together. In your promotions, invite consumers to bring labeled food packaging from home that they would like to ask questions about.

Invite several dietitians from a local hospital or association to participate. Holding the event on a Saturday should allow them time to volunteer on a non-working day. Ask one of the dietitians to give a half-hour talk on good nutrition during the event. She should explain the basic process of reading food labels at that time. During the event, station the dietitians in your “food aisles” to explain in detail how to read labels and answer questions.

You will also want:

- A display of related books and DVDs
- Two or three large posters with nutrition information and handouts (see links below)
- One or two interactive exhibits: For example, have 4 or 5 food/fast-food containers with their labels covered. Ask people to put them in order from most sugar to least sugar, then reveal the sugar content and correct order of each one.

<http://www.nhlbi.nih.gov/health/public/heart/obesity/wecan/downloads/portion-quiz.pdf>

<http://www.eatright.org/Public/content.aspx?id=206>

<http://www.nlm.nih.gov/medlineplus/foodlabeling.html>

<http://www.mypyramid.gov/>

<http://bit.ly/aXDazv> (Note: this URL is a shortcut to USDA Nutrition Bulletin Board materials; the link was too long to include.

detailed list of all U.S. national health observances by month. The list includes a wide variety of awareness and education health topics, from basics such as Mental Health Month to more creative topics such as “Sports and Home Eye Safety Month” and “Lightening Safety Week”. All entries include links that provide suggestions for planning an event, or the topics could be used for simple displays in the library.

<http://www.healthfinder.gov/nho/nho.asp>

#### Calendar of Nutrition and Health Events

This site lists special dates that feature foods or health topics—fun ideas for themes around which to build a display or event.

<http://www.umass.edu/nibble/calendar.html>

#### Ideas for American Heart Month: February

- Plan a “Heart Truth” event, and have the entire staff wear red. (see link below)
- Give away heart-healthy handouts and recipes.
- Have a local restaurant do a healthy cooking demonstration.
- Ask a local dietitian to teach a class on making family recipes more heart-healthy. Ask participants to bring a favorite recipe.
- Ask the local nursing association to provide blood pressure and cholesterol screening.
- Have dance clubs or classes demonstrate aerobic dancing—line dancing, square dancing, etc.

<http://www.americanheart.org/presenter.jhtml?identifier=4533>

<http://www.nhlbi.nih.gov/educational/hearttruth/materials/index.htm>

#### National Health Observances

A great starting place for health program ideas, the National Health Information Center publishes a

#### Nutrition Education: Bulletin Board Resources

For ready-made bulletin board ideas and materials, this section of the U.S. Department of Agriculture web site provides free, printable graphics for displays on food and nutrition related subjects. Some items are

## Consumer Health Information Services

available in Spanish. A shortened URL is also included for convenience.

[http://healthymeals.nal.usda.gov/nal\\_display/index.php?info\\_center=14&tax\\_level=2&tax\\_subject=526&level3\\_id=0&level4\\_id=0&level5\\_id=0&topic\\_id=2107&&placement\\_default=0](http://healthymeals.nal.usda.gov/nal_display/index.php?info_center=14&tax_level=2&tax_subject=526&level3_id=0&level4_id=0&level5_id=0&topic_id=2107&&placement_default=0) **SPAN**

<http://bit.ly/at1IZf>

### Women's Health Observances

The CDC's list of selected national health observances related to women. Includes links with information and ideas for health promotion activities and events.

<http://www.cdc.gov/Women/observances/index.htm>

### Ideas for Brain Awareness Week: March

- Demonstrate games that improve brain skills
- Hold a tournament
- Make a handout or create a display showing the top five, 10 or 25 brain foods, blueberries should be near the top!
- Give a class in relaxation techniques, chair yoga or tai-chi.
- Display all the latest books on improving your brain.
- Have a film festival of movies or documentaries on the brain.
- Invite a local neurologist to speak on "Brain Power as We Age."
- Demonstrate web sites with brain games.
- Have an art contest for kids on brain-related themes.

<http://www.dana.org/brainweek/resources/>

<http://www.fi.edu/learn/brain/index.html>

### Men's Health Month

The purpose of this promotion is to heighten awareness of preventable health problems and encourage early

detection and treatment of diseases among men and boys. The site offers ideas, activities and more resources.

<http://www.menshealthmonth.org/index.html>

### Programs and Activities for Kids

The activities on this site, sponsored by the American Heart Association, could be tied in with a healthy heart event, with nutrition and fitness events, or used at any events throughout the year featuring children.

<http://www.americanheart.org/presenter.jhtml?identifier=3028650>

### Classroom Resources at KidsHealth.org

KidsHealth in the Classroom offers free health education materials broken down by grade levels. While this site is geared for teachers, the materials could easily be adapted for activities in the library. Each Teacher's Guide includes activities, reproducible handouts and quizzes – and the materials are free.

<http://classroom.kidshealth.org>

### NIH SeniorHealth: A Toolkit for Trainers

This resource is mentioned in the Health Literacy section, but also deserves mention here. For libraries that want to provide computer training, this is a free, fully-developed kit with all the materials a trainer would need to help seniors learn to use computers and search for health information online. The toolkit consists of nine modules, which could be done in sequence as a full series or as stand-alone programs.

<http://nihseniorhealth.gov/toolkit/toolkit.html>

### Searcher In Charge Health Information Videos

By Lark Birdsong, 2010

From a librarian at the University of Washington, this six video series describes the basics of starting at the public library to search for health information and searching the Web in a series of progressive steps. Librarians could use this series as the basis for a series of programs to help people search for health information, especially for beginners or those with lower literacy levels. Users learn how to begin and conduct a successful search, from formulating a question to using a variety of search techniques and



## Consumer Health Information Services

analyzing search results. The author takes you through specific examples in several browsers and web sites and provides suggestions on finding quality health information. A Viewing Tips video helps users stop and replay information and other tips to get the most from using the videos.

### Video Viewing Tips (5 min.)

Learn about special features while watching YouTube videos, such as pausing, zooming, changing the video image quality and other useful settings.

<http://www.youtube.com/watch?v=-t5NQyqh53g>

### Video #1 (4 min.)

Use the library as a starting point for your search.

<http://www.youtube.com/watch?v=40U8ymsp3Fw>

### Video #2 (4 min.)

Use the library's web sites as a starting point to find quality health information.

<http://www.youtube.com/watch?v=6MDTkF8WgIE>

### Video #3 (6 min.)

Learn how to formulate your search question to more efficiently search Google.

<http://www.youtube.com/watch?v=7bTHVUIYHAo>

### Video #4 (8 min.)

Perform a Google search for health information, and analyze your search results.

<http://www.youtube.com/watch?v=WzinjiYb3-w>

### Video #5 (9.5 min.)

Learn evaluation techniques to select the best quality web sites for health information.

<http://www.youtube.com/watch?v=iNJcTNIAzEQ>

### Video #6 (10 min.)

Practice browsing and searching for health information using different search engines and library databases.

<http://www.youtube.com/watch?v=ocz2Mo764es>

## We Can! Childhood Obesity Prevention

Also mentioned in the Health Resources section, the We Can! program from the National Heart Lung and Blood Institute provides everything to build a program: a media toolkit; promotional and marketing materials; copyright-free tip sheets, posters and brochures; and materials for ethnically diverse populations. Be sure

to check the sections titled "Tools and Resources," "In Your Community," and "Partner with Us." Your organization can join in a community partnership with the We Can! program, or simply utilize the We Can! tools and resources.

<http://www.nhlbi.nih.gov/health/public/heart/obesity/wecan/index.htm>

### PDF State Heart Disease & Stroke Prevention Programs Address High Blood Cholesterol

The CDC provides examples of how a particular health problem can be addressed through community partnerships providing education and messages to the public. (Programming idea: September is National Cholesterol Education Month)

[http://www.cdc.gov/dhdsp/library/pdfs/fs\\_state\\_cholesterol.pdf](http://www.cdc.gov/dhdsp/library/pdfs/fs_state_cholesterol.pdf)

### PDF Plan an Asthma Education Event at a Local Library

This one-page "event kit" focuses on asthma. The same outline can be used for a variety of health topics throughout the year.

[http://www.epa.gov/asthma/pdfs/awm/library\\_page.pdf](http://www.epa.gov/asthma/pdfs/awm/library_page.pdf)

### PDF Health Fair Planning Guide

This comprehensive guide is available from Texas A&M University. The step-by-step process takes planners through every phase of the process, from deciding on objectives through the evaluation after the event.

[http://fcs.tamu.edu/health/health\\_fair\\_planning\\_guide/index.php](http://fcs.tamu.edu/health/health_fair_planning_guide/index.php)

[http://fcs.tamu.edu/health/health\\_fair\\_planning\\_guide/health\\_fair\\_planning\\_guide.pdf](http://fcs.tamu.edu/health/health_fair_planning_guide/health_fair_planning_guide.pdf)

## Tips for Planning Health Events

The CDC provides guides for a variety of health-related events: planning a health fair, a health seminar, a wellness walk, and a town hall meeting on a health issue. Each profile has 10 planning steps, helpful hints, and a case example.

<http://www.cdc.gov/women/planning/index.htm>

## Consumer Health Information Services

### Kaiser Permanente - Community Programs for Northern California

The Kaiser Permanente Northern California Regional Community Involvement Program provides resources and/or support for community health and community relations activities such as health fairs, walks, runs, and health education programs. Note: For information on programs for other areas served by Kaiser, please visit the Community page, the second link below.

Northern California [http://info.kp.org/communitybenefit/html/about\\_us/northern-california/event\\_sponsorships.html](http://info.kp.org/communitybenefit/html/about_us/northern-california/event_sponsorships.html)

[http://info.kp.org/communitybenefit/html/our\\_communities/global/our\\_communities.html](http://info.kp.org/communitybenefit/html/our_communities/global/our_communities.html)

## FINDING SPEAKERS AND PRESENTERS

### Big Box Program

Big Box is a site created for Presenters and Libraries, providing a searchable database for speakers and presenters in California. Big Box allows presenters from all walks of life to register on the site. The site assists libraries to locate Authors by location, genre, or cost. The site allows libraries to write reviews on presenters, helping in the decision-making process before inviting someone to speak at an event.

<http://bigboxprogram.org/>

## Marketing Library Services

## RESOURCES AND TOOLS

### Helpful Tip:

In addition to the entries below, many of the resources in the Consumer Health Information Services - Overviews section include chapters on marketing.

### Marketing Trends to Watch

Alison Circle, Library Journal, October 1, 2009

The manager of marketing at the Columbus (OH) Metropolitan Library points out recent changes in the ways people connect to information and respond to marketing messages using new technologies – and how

libraries can use these changes to their advantage.

<http://www.libraryjournal.com/article/CA6698259.html?q=marketing>

### Marketing the Library

The purpose of this online tutorial from the Ohio Library Council was to introduce public librarians to marketing concepts. The first five modules will be of interest to all librarians: overview, planning, product, promotion, and Internet. The sixth module provides examples of marketing in Ohio libraries.

<http://www.olc.org/marketing/>

### Helpful Tip:

#### Using City Resources to Market Services

In most cities, each City Council member has his or her own web site or blog, and quite often the Council people are delighted to highlight programs or services offered at libraries that impact their constituents. Many neighborhood groups also link to their City Council's site, or have sites of their own. This is fast and easy marketing.

### Online Public Awareness Toolkit

The Pacific Library Partnership Bay Area Library and Information System has posted an Online Public Awareness Toolkit. One of the best features is a communication planning tool for identifying your audience and crafting an effective message. It also includes links to media outlets. On the web site, click on "SVLS" (Silicon Valley Library System), then "Online Public Awareness Toolkit."

<http://plpinfo.org/webfm>

### **Promoting Your Library (or how to motivate the media to work for YOU)!**

Media coverage is one of the cheapest and most effective ways to promote your services and events. Ways to interest the media, write a press release, prepare for an interview, and create a press kit are succinctly described. This 16-page PDF from the North Dakota State Library also suggests possible imagery for print and video stories, as well as story ideas.

<http://www.library.nd.gov/publications/marketingyourlibrary.pdf>

### **Library Marketing Blog**

The TextaLibrarian.com site from Mosio has several blog postings on creating marketing messages with a focus on new media. If you interact with patrons via social media, also read the blog postings concerning "Patron Privacy." Note: This site is a commercial site, and some of the materials are tied to the company's product. We are including the specific links here for the concepts of marketing using social media tools, not to promote the products or services of the company.

<http://www.textalibrarian.com/mobileref/?s=marketing+tips>

<http://www.textalibrarian.com/mobileref/?s=patron+privacy>

### **Marketing the Consumer Health Information Service**

By Kay McCall, 1999, MLA Publishing, ISBN: 912176-66-0

The Medical Library Association's "DocKit #12" will help librarians connect consumers with quality health information by planning effective marketing projects and creating promotional materials for both internal and external customers of your library. The DocKit provides many samples that can be customized by libraries. Note: This item has not been reviewed by the editors of this Toolkit, and the publishing date is 1999.

[http://www.mlanet.org/order/store/cat/product\\_info.php?cPath=4&products\\_id=19](http://www.mlanet.org/order/store/cat/product_info.php?cPath=4&products_id=19)

### **The Accidental Library Marketer**

By Kathy Dempsey, 2009, Information Today Inc., ISBN-13: 978-1-57387-368-0

"There are many marketing books available, but this book stands out ... Dempsey has an informal writing style that incorporates humor and candor, which makes this book an easy read ... As a professional

librarian with public relations experience, I found the book enlightening and informative. For someone with limited experience ... in library marketing, the book is sure to become a well-thumbed reference guide." -- Public Services Quarterly

[http://www.infotoday.com/books/books/Accidental\\_Library\\_Marketer.shtml](http://www.infotoday.com/books/books/Accidental_Library_Marketer.shtml)

### **Bite-Sized Marketing: Realistic Solutions for the Overworked Librarian**

By Nancy Dowd, et al., 2010, ALA Editions, ISBN: 978-0-8389-1000-9

This book provides an overview of library marketing, using cost-effective and contemporary ideas, including examples, worksheets and other tools to help market library services. The book is also available in an electronic version.

<http://www.alastore.ala.org/detail.aspx?ID=2760>

# TECHNOLOGY & HEALTH 2.0

## Introduction

The use of new media and social networking tools is the latest trend for accessing health information. Consumers like the convenience of being able to access health information anytime and anywhere from computers and mobile devices alike. Additionally, the Pew Internet & American Life Project (2010) found that one-third of American adults access social media related to health, and 60 percent of them say that the information they found online affected a decision about how to treat an illness or condition. The term Health 2.0 can be defined as “consumers’ use of the Internet to publish information about their own health experiences and to connect with others” (Health 2.0 Advisors, 2007). Health 2.0 has roots in previous patient-led movements such as Our Bodies Ourselves and AIDS activism.

For users of social networking sites, accessing and sharing health information online is accepted as a valid and worthwhile endeavor. This segment of the population finds shared information to be user-friendly, more personalized, and more relevant than traditional, authoritative resources online. Users feel they are benefiting from exchanging information and having contact with others who have similar conditions or concerns, while still maintaining privacy and anonymity if they desire. Popular ways to connect include online support groups, blogs, and social networking sites.

Additionally, the rapid adoption of web-enabled phones and mobile devices is creating demand for health-related applications and content. A few examples of interactive online and mobile tools include medication reminders, calorie counters and GPS-enabled jogging/walking trackers that record data, track progress, and provide motivation. Users can upload their recent workouts to share with others via Twitter, Facebook or to their own blogs. Health-related podcasts are very popular, and a search on YouTube about preventing, diagnosing or treating a health condition will turn up thousands of videos. The videos and podcasts may come from authoritative sources, but often it is user-generated content.

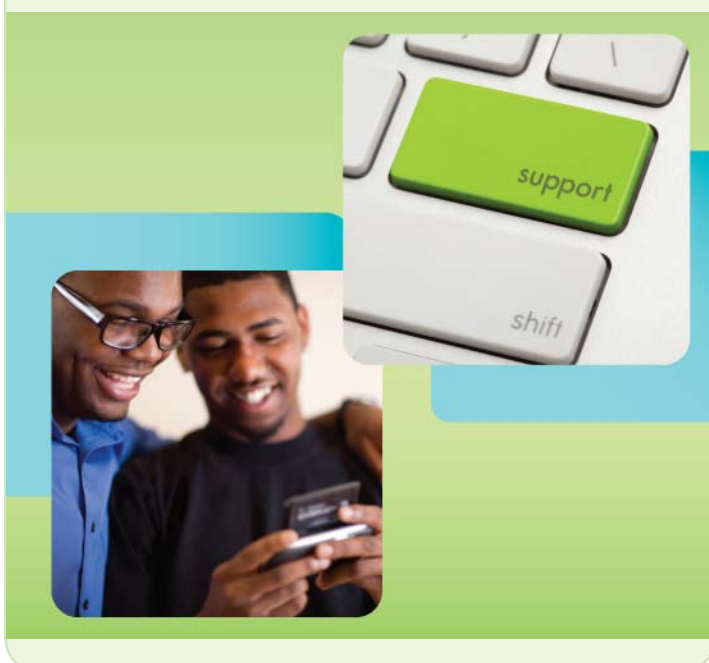
This complicates the notion that librarians are duty-bound to provide health information only from “authoritative” sources. But as Thomas Jefferson noted in a letter to a friend, “Who then can so softly bind up the wound of another as he who has felt the same wound himself?” (Pew Internet & American Life

Project, 2010) Perhaps someone who has experienced an illness brings as much validity to the conversation as authoritative sources of information, but from a personal perspective.

This section includes recommended health-related social media sites and new delivery formats for health information from established organizations and web sites. While some of the content on these online resources is contributed by patients and health consumers, the chosen sites adhere to strict privacy guidelines and other important criteria. It is our hope public librarians will refer to this section for Health 2.0 resources that they can feel comfortable recommending to health consumers, and as a starting point for further exploration.

## Objectives

- Define the concept of Health 2.0 as it relates to health information seeking and sharing behaviors
- Provide guidance for librarians on the use and recommendation of social media to patrons for health information
- Provide trustworthy resources related to new media and new mechanisms for health information delivery



### THE CONVERGENCE OF TECHNOLOGY AND HEALTH INFORMATION

#### Defining Health 2.0

From the organization of the same name, Health 2.0 is a concept with more than one definition. The organization, Health 2.0 LLC, sponsors conferences and provides information, webinars and presentations, and other related content on its web site. This page provides a look at the various definitions of Health 2.0, which all relate to the sharing of user-generated content for health information, at least to some degree.

<http://www.health2con.com/about-us/defining-health-2-0/>

#### The Social Life of Health Information

In partnership with the California Healthcare Foundation, this report from the Pew Internet and American Life Project is an in-depth look at how adults use social media and the Internet for health information and health care. Knowing about trends in health information seeking and sharing behaviors by consumers will help libraries consider how to provide consumer health services for these users.

<http://www.pewinternet.org/Reports/2009/8-The-Social-Life-of-Health-Information.aspx>

#### The Wisdom of Patients: Health Care Meets Online Social Media

This report from the California Healthcare Foundation describes in detail how the online sharing of health information is changing the way patients are finding and using information about health issues and therapies. It also reports on the benefits and problem areas, trends, and the “power of collective wisdom.”

<http://www.chcf.org/publications/2008/04/the-wisdom-of-patients-health-care-meets-online-social-media>

#### How Smartphones Are Changing Health Care for Consumers and Providers

This report from the California HealthCare Foundation provides a fascinating look at how the use of smartphones is transforming health information delivery and use by many consumers, including segments of the population who have not used computers and/or the Internet before. The report discusses demographics and characteristics of

smartphone users, health-related applications, and how lessons learned from early adopters are shaping the future for health applications via smartphones. Highly recommended.

<http://www.chcf.org/~media/Files/PDF/H/HowSmartphonesChangingHealthCare.pdf>

### SOCIAL NETWORKING SITES AS HEALTH 2.0 INFORMATION RESOURCES

#### Twitter

From the Twitter web site, “Twitter is a rich source of instant information. Stay updated. Keep others updated. It’s a whole thing.” Whether you love it, hate it, or still wonder what it is, the reality is that Twitter is being used by millions of people. Many governmental and other authoritative organizations that provide health information for consumers also have a Twitter feed. Anyone can read information on Twitter without signing up for an account, in the form of short bits of information which usually include a link to more detailed content. Examples of authoritative sites using Twitter include MedlinePlus (MedlinePlus4You), Mayo Clinic (MayoClinic), NPR Health (NPRHealth) and Nutrition.gov (Nutrition\_gov). To access these feeds, use a key word search using the search box on Twitter, or simply type in the name of the Twitter account after the main web site address in your browser, as shown in the second link below.

<http://www.twitter.com>

<http://twitter.com/medlineplus4you>

#### Facebook

Another popular social networking site, Facebook allows individuals or organizations to create a page to make information available to others. Many organizations are creating pages as a way to market their services or disseminate current information, and often the page is a gateway to an actual web site. For instance, the National Library of Medicine has a Facebook page, which serves as a way to interact with people who use new media over more established venues. The page provides basic information about the library, plus current news, information and commentary from users. Use the search box on the Facebook home page to find organization sites. Currently, most health information is still published



## Technology and Health 2.0

on traditional web sites rather than Facebook or other similar sites. Additionally, there is some indication that people tend not to post personal health information for others to see on their own Facebook pages; rather, they are more likely to post anonymously to online support groups.

<http://www.facebook.com>

### Helpful Tip:

Resources in this Toolkit typically do not require registration, but by the very nature of discussion groups, users must register with a logon ID and password in order to use the site. Some discussion groups are moderated, while some are not. Typically there are rules that users must agree to before they are able to participate in discussions. It is always recommended that users read the privacy policies and the agreements for participating before contributing personal information.

## ONLINE SUPPORT GROUPS

### PatientsLikeMe

PatientsLikeMe is a network where users can learn from the real-world experiences of other patients with similar conditions or concerns. The site features online support for many types of health conditions, as well as information on medications, treatments, symptoms, and the latest research.

<http://www.patientslikeme.com/>

### DailyStrength

DailyStrength has online support groups and information on treatments organized by health topic. The site also has a section where users can ask health experts and health advocates for advice.

<http://www.dailystrength.org/>

### CareFlash

CareFlash helps families and loved ones by offering free, private, online Care Communities. This site utilizes social networking technology to provide

a private, online space that can be used to share information with family and friends to keep people informed about a patient's progress, and much more.

<http://www.careflash.com/>

### CureTogether

From the CureTogether web site, "We are 5,601 people working together to find cures. We are sharing details about our experience with 421 health conditions. Some of us have found our cure. Others are still searching. We believe our collective experience can help millions." The site was the winner of the Mayo Clinic's iSpot Competition for Ideas That Will Transform Healthcare (2009).

<http://www.curetogether.com/>

### Inspire

This organization provides "safe, online health and wellness communities in which patients, families, friends and caregivers connect with one another for support and information." Inspire partners with over 50 reputable health and health information organizations including the ALS Association, the Children's Inn at NIH, the Food Allergy Initiative, and the Arthritis Foundation.

<http://www.inspire.com/>

### Helpful Tip:

#### Online Support for Specific Conditions

Many resources for specific conditions in the Health Resources section include links to online support groups specific to that disease or condition. For example, the Support for Cancer Survivors and Patients page from the American Cancer Society include online support resources and a directory of in-person support groups.

[http://www.cancer.org/docroot/SHR/SHR\\_0.asp](http://www.cancer.org/docroot/SHR/SHR_0.asp)

### Psych Central

One of the largest and oldest independent mental health social networks, Psych Central was named one of the 50 best web sites for 2008 by Time Magazine.

The site is run by mental health professionals offering reliable, trusted information; over 150 support groups are available to consumers. The first link takes users to the Community section, which includes a discussion forum, and links to blogs, chat, a rating area for therapies, and more.

<http://forums.psychcentral.com/>

<http://psychcentral.com/>

### HEALTH INFORMATION WEB SITES AND APPLICATIONS (APPS) FOR MOBILE DEVICES

#### Mobile MedlinePlus

In January 2010, MedlinePlus launched a new site to provide authoritative health information for the growing audience of mobile Internet users by optimizing MedlinePlus for mobile devices. Users of smartphones, PDAs or other mobile devices can access news, health topics and other content that is designed specifically for readability on small screens.

<http://m.medlineplus.gov>

#### CDC Mobile

The Centers for Disease Control now provides timely health information on its mobile site, along with text messaging alert services. To learn more about the CDC's mobile site and social media projects, visit the second link provided.

<http://m.cdc.gov>

<http://www.cdc.gov/SocialMedia/Tools/Mobile.html>

#### Mayo Clinic Mobile Applications

The Mayo Clinic launched two consumer apps for the iPhone and the iPod Touch in early 2010. One is the Mayo Clinic Symptom Checker (free) and the second is Mayo Clinic Meditation, which is available for a small fee on iTunes. The press release below also provides links to videos which tells more and shows some of the features of the apps.

<http://www.mayoclinic.org/news2010-rst/5680.html>

#### Helpful Tip:

There are thousands of health-related apps for the iPhone, Android devices, and other smartphones. Most are from small companies and software developers rather than authoritative sites, so quality can be an issue. Some are free, while many require a small fee. There is high consumer demand for mobile applications, and new ones pop up on a regular basis while others disappear. Expect to see more apps and mobile health information from trustworthy sites in the future.

### HEALTH-RELATED AUDIO AND VIDEO PODCASTS



#### Healthcare 411: News from AHRQ

Healthcare 411 provides many podcasts and a few videos on consumer health topics. The podcasts range from one to three minutes in length and include information such as asking your doctor tough questions and understanding medical tests. Videos range from 30 seconds to 10 minutes, and transcripts are available for all media files. Consumers can subscribe to podcasts, listen to streaming audio, or download the files as MP3s to play on their computer or MP3 player. Videos are available to download or to watch streaming as well. The second link below provides more information about subscribing to podcasts. For podcasts in Spanish, click on the En Español tab from the main page.

<http://healthcare411.ahrq.gov/> 

<http://healthcare411.ahrq.gov/subscribe.aspx>



#### NIH Podcasts

This site includes the NIH Audio Reports (one to four minutes in length), NIH Research Radio (15-25 minutes), NIH Health Matters (one minute). Spanish language podcasts include interviews and public service announcements. All podcasts are available to be downloaded with an accompanying transcript. For those new to podcasts, there is a helpful section on how to download and listen to audio files.

<http://www.nih.gov/news/radio/nihpodcast.htm>

<http://salud.nih.gov/radio/index.aspx> 

### **MedlinePlus: Director's Comments**

MedlinePlus presents a weekly update by Dr. Donald Lindberg, the Director of the National Library of Medicine, highlighting health news and accompanying information from MedlinePlus. Recent podcasts with transcripts are available for listening at the computer. All episodes are available by subscription for downloading to an audio player.

<http://www.nlm.nih.gov/medlineplus/directorscomments.html>

### **Podcasts at CDC**

The CDC produces many audio and video podcasts on a wide variety of topics of interest to the public and to health professionals. The site offers easy searching and browsing, a list of featured podcasts, instructions for subscribing and help for those new to podcasts. A small number are available in Spanish, by searching for the word “Spanish” in the search box on this page.

<http://www2c.cdc.gov/podcasts/> 

### **Sound Medicine from Indiana University Medical School**

Sound Medicine is a weekly public radio program which “educates and encourages listeners to make sound health decisions.” Typically, the podcasts are interviews with researchers as they discuss the results of health studies of interest to consumers. Each full program is one hour long, but the web site provides links to the individual segments for listening on the computer or downloading as MP3 files. Many of the podcasts descriptions provide links to additional information on the topic.

<http://soundmedicine.iu.edu/archive/>

### **Johns Hopkins Medicine Podcasts**

Johns Hopkins Medicine Podcasts are described as “a weekly podcast looking at the top medical stories of the week for people who want to become informed participants in their own health care.” Each episode is about 10 minutes in length.

<http://www.hopkinsmedicine.org/mediall/Podcasts.html>

### **NPR Health Podcasts**

National Public Radio offers many health related podcasts for consumers including Health Matters, The

Health Show, The People's Pharmacy, and Your Health. This link takes users to the directory of all health podcasts currently available on NPR.

[http://www.npr.org/rss/podcast/podcast\\_directory.php?type=topic&value=1128#podcast1128](http://www.npr.org/rss/podcast/podcast_directory.php?type=topic&value=1128#podcast1128)

### **Mayo Clinic Podcasts**

Mayo Clinic Podcasts include short audio and video programs on a variety of current health topics.

Audio and Video: <http://podcasts.mayoclinic.org/>

Audio podcasts: <http://podcasts.mayoclinic.org/category/all-audio/>

### **Family Health Radio**

From the Osteopathic Founders Foundation, Family Health is a daily series of two and a half-minute radio programs providing “practical, easy-to-understand, honest health information on common health problems and the latest health care developments.” Many of the podcasts are on prevention and wellness topics.

<http://fhradio.org/archives.html>

### **Baptist Memorial Health Care Podcasts: Health and Exercise**

These useful podcasts are designed to help people learn healthy behaviors, including topics such as choosing healthy meals in restaurants or getting in shape before the wedding day.

<http://www.baptistonline.org/podcasts/>

### **University of Wisconsin Madison University Health Services: Relaxation Exercises**

These free, guided relaxation sessions range from two to eight minutes and are designed to help with stress reduction, muscle relaxation or sleep. Listeners have a choice of listening to them with music in the background, nature sounds, or the guide's voice only. The audio can be played on the computer or downloaded as MP3 files.

<http://forms.uhs.wisc.edu/relaxation.php>

### PERSONAL HEALTH RECORDS (PHRs) AND ELECTRONIC HEALTH RECORDS (EHRs)

#### EHR/PHR Basics

This article from the MedlinePlus Magazine explains the similarities and differences of EHRs and PHRs.

<http://www.nlm.nih.gov/medlineplus/magazine/issues/summer09/articles/summer09pg17.html>

#### Learn More About Personal Health Records

In a question and answer format, this page from Medicare.gov provides a good overview about personal health records. Also included are links to other resources, including MyHealtheVet, a site for veterans, and MyMedicare, the portal for registered Medicare beneficiaries.

<http://www.medicare.gov/navigation/manage-your-health/personal-health-records/learn-more-phr.aspx>

#### Start a PHR

The American Health Information Management Association (AHIMA) provides non-biased information about personal health records, why people should have one, and how to create a PHR. The site includes an FAQ and blog postings targeted to different audiences such as caregivers, parents, travelers and military families.

[http://www.myphr.com/index.php/start\\_a\\_phr/](http://www.myphr.com/index.php/start_a_phr/)

#### myMediConnect Personal Health Records

This site was recently chosen by the Centers for Medicare and Medicaid Services as one of several PHR services for a pilot project within certain states. This particular site offers a variety of services, including a prescription reminder, a wellness tracker, and a mobile application that works on a wide selection of smartphones and other mobile devices. Note: This link is provided as an example (not a recommendation) of online PHR services available for free to consumers. It has not been tested or evaluated by the editors of this Toolkit.

<http://www.mymediconnect.net/index.php>

# WORKPLACE WELLNESS

## Introduction

Preventable illness accounts for approximately 80% of all illnesses and 90% of all health care costs. With people spending more of their waking hours at work than anywhere else, workplaces can dramatically impact individual health choices – for better or worse. By creating a culture and environment that encourages employees to adopt healthier behaviors, work sites can effectively slow the growth of health care costs.

Organizations both large and small can adopt beneficial strategies, such as providing access to a gym or distributing a simple wellness newsletter, that can produce real health benefits for individual workers and the organization as a whole. Comprehensive programs have the best long-term outcomes, but savings and increased productivity can be achieved with relatively easy and inexpensive activities as well.

Employees with healthier lifestyles have reduced sick leave, decreased health insurance costs and increased productivity. Workers are more likely to be on the job and performing at their best when they feel well both physically and mentally – and that has direct cost-saving benefits to employers.

Libraries are ideally positioned to provide the resources and information that organizations and businesses need to plan and implement workplace wellness strategies. Libraries can also serve as important community models of workplace wellness practices in action by assessing their current policies and practices and adopting wellness strategies of their own, libraries not only provide health information to their communities but also model employee health promotion while benefiting their own staff.

## Objectives

- Enable libraries to better position themselves as information resources for businesses and community organizations planning to implement workplace wellness strategies
- Provide resources for libraries to improve the overall health and well-being of library staff by incorporating workplace wellness practices
- Help libraries model workplace wellness practices in their communities





### CREATING HEALTHY LIBRARIES

#### The Healthy Librarian: Cultivating Wellness in the Workplace

This training course from NN/LM is designed to help librarians learn simple strategies to cultivate wellness at their library. The class explores skills for managing stress, ergonomics, and how to incorporate more activity into your day. The course materials are freely available and include a PowerPoint presentation and a handout of excellent resources.

<http://nnlm.gov/training/workplacewellness/>

#### Spring Into Health: A Weekly Workplace Wellness Series

This program was created as a model workplace wellness program for librarians. Inspired by ALA's workplace wellness initiative, this series of "information bytes" can be adapted by libraries to suit their unique environments.

<http://nnlm.gov/ner/training/material/SpringintoHealthGuide.doc>

#### ALA/APA Circle of Wellness

Former ALA President Loriene Roy included wellness as a focus during her presidency. She created the Circle of Wellness web site to collect inspiring stories, tools and resources about wellness and libraries. Learn about workplace wellness in the news, healthy conference travel, and other tools to aid you on your own journey.

<http://ala-apa.org/wellness/>

#### Employees of Special Libraries Utilize More Wellness Initiatives than Other Library Workers

(By Jamie Bragg)

This article from the ALA's newsletter, Library Worklife (June 2010), compares trends in workplace wellness activities and initiatives used by library staff in various types of libraries. Employer options and activities that are listed in a table can be useful in any library or workplace.

<http://ala-apa.org/newsletter/2010/06/08/employees-of-special-libraries-utilize-more-wellness-initiatives-than-other-library-workers/>

#### Library Burnout: Causes, Symptoms, Solutions

(By Christine Martin)

This article from the ALA's newsletter, Library Worklife (December 2009), discusses the symptoms, causes and solutions of staff burnout. Strategies for employers to reduce burnout and a survey for assessment are also provided.

<http://ala-apa.org/newsletter/2009/12/01/spotlight-2/>

#### X-Ray Vision: Creating an Inspiring Workplace for Library Staff with Hidden Disabilities

(By Nedelina I. Tchangalova, Johnnie Love, and Lisa M. Boyd)

This presentation from the National Diversity in Libraries Conference, "Spectrum of the Future," Louisville, KY (2008), explores the myths and research on hidden disabilities of employees in academic research libraries. While it is somewhat dated, it provides good information for best practices and recommendations on creating a disability friendly organizational culture and climate.

<http://www.kylibasn.org/docs/XRayVision.pdf>

### SUCCESSFUL WELLNESS PROGRAMS

#### Wellness in the Libraries

Smith College Libraries Staff Resources offers a wonderful model for promoting wellness in libraries. Programs include an annual wellness week, Wellness Wednesdays, and release time for staff to participate in wellness activities. Additional links to healthy recipes, ergonomics, and exercise activities are also provided.

<http://www.smith.edu/libraries/staff/wellness/>

#### Our Librarian Bodies. Our Librarian Selves.

This posting from the "In the Library with the Lead Pipe" blog discusses the scarcity of information on workplace wellness for library staff, and gives insights on the importance of this issue.

<http://www.inthelibrarywiththeleadpipe.org/2008/our-librarian-bodies-our-librarian-selves/>

### Santa Clara County's Employee Wellness Program

Santa Clara County's wellness program was created to motivate employees to make positive lifestyle changes and learn new skills to enhance their health. It provides work-site health promotion services, including free wellness classes, activity programs, discounts to local health clubs, and links to health information and resources. Special events include a wellness fair and chair massage services.

<http://www.sccgov.org/portal/site/wellness/>

## PLANNING AND IMPLEMENTING WELLNESS PROGRAMS

### Worksite Program California Fit Business Kit

The Network for a Healthy California -- Worksite Program developed this suite of tools and resources to help employers develop and implement a culture and environment at their workplaces that supports healthy eating and physical activity among workers. This kit contains eight individual components, all of which have been evaluated by a diverse mix of businesses from across the state and have been designed to be easily implemented at any worksite.

<http://www.cdph.ca.gov/programs/cpns/Pages/WorksiteFitBusinessKit.aspx>

### CDC: Healthier Worksite

Initiative Designed for employers and administrators, the Centers for Disease Control and Prevention's program provides fun and well-designed programs for healthy workplace promotion. Examples include Lean Works!, a workplace obesity prevention program (see next section), a lactation support program, implementing a tobacco-free worksite and additional resources. Step-by-step toolkits are available to help employers find ways to improve the health of their employees.

<http://www.cdc.gov/nccdphp/dnpao/hwi/index.htm>

<http://www.cdc.gov/nccdphp/dnpao/hwi/toolkits/index.htm>

### HealthSmart Worksite Wellness Toolkit

Download the workbooks from the Eat Smart Move More site to obtain a comprehensive guide for developing a well organized worksite wellness committee. The workbooks also provide step-by-step

instructions for developing and planning a wellness program to support healthy eating, physical activity, tobacco cessation and stress management. Sample meeting agendas, employee and worksite surveys, informational posters and letters, and evaluation surveys are included.

<http://www.eatsmartmovemoreenc.com/NCHealthSmartTlkt/WorksiteTlkt.html>

### Workplace Health and Wellness Program - Getting Started

The Canadian Centre for Occupational Health and Safety has developed a guide for a workplace wellness program. Key elements such as needs assessments, establishing a workplace health committee, and implementation of the program are addressed. Step-by-step guidelines are provided.

[http://www.ccohs.ca/oshanswers/psychosocial/wellness\\_program.html](http://www.ccohs.ca/oshanswers/psychosocial/wellness_program.html)

### WIC Worksite Wellness

The WIC (Women, Infants, and Children) Worksite Wellness program outlines a ten step guide for incorporating a wellness program into the worksite. Although its focus is on providing support for WIC employees, the ten steps can be used as guidelines by any business or agency wanting to make wellness an integral part of its work culture. The link to the PDF outlines the ten steps in the WIC Worksite Wellness program:

<http://calwic.org/worksitewellness/index.html>

<http://www.calwic.org/worksitewellness/pdfs/packet.pdf>

### Wellness Council of America – Free Resources for Creating Well Workplaces

The Wellness Council of America provides memberships to organizations interested in worksite health promotion. WELCOA offers free materials such as reports, case studies and incentive campaigns to help worksite wellness practitioners create and sustain results-oriented wellness programs.

<http://www.welcoa.org/freeresources/>

### PROGRAMS FOR SPECIAL POPULATIONS AND SPECIFIC HEALTH ISSUES

#### **SAMHSA's Drug Free Workplace Kit**

This toolkit from the Substance Abuse and Mental Health Services Administration outlines the key components in creating a successful drug-free workplace program. It addresses such issues as written policies, employee education, and supervisor training. Additional resources include fact sheets on substance abuse, policy writing, and more.

<http://www.workplace.samhsa.gov/WPWorkit/index.html>

[http://www.workplace.samhsa.gov/WPWorkit/entire\\_workPlace\\_kit.pdf](http://www.workplace.samhsa.gov/WPWorkit/entire_workPlace_kit.pdf)

#### **Lean Works! Obesity Prevention Program**

This obesity prevention program from the Centers for Disease Control and Prevention can be an effective way for employers to reduce obesity and lower health care costs. The free web-based resource offers interactive tools and evidence-based resources to design effective worksite obesity prevention and control programs. Tools for planning, building, promoting, and assessing your program are provided.

<http://www.cdc.gov/leanworks/index.html>

#### **DiabetesatWork.org**

In partnership with the National Diabetes Education Program of the NIH, this organization helps employers develop diabetes prevention programs and worksite health promotion initiatives.

<http://www.diabetesatwork.org/>

#### **Worksite Wellness Programs for Cardiovascular Disease Prevention – Policy Statement**

Published in Circulation, this policy statement from the American Heart Association gives recommendations for creating a worksite wellness program to help prevent cardiovascular disease and stroke. Details on the specific components of such a program are included.

<http://circ.ahajournals.org/cgi/content/full/120/17/1725>

#### **Successful Business Strategies to Prevent Heart Disease and Stroke**

This toolkit developed by the CDC provides examples of successful programs, worksite toolkits, assessments and performance measurement tools.

<http://www.cdc.gov/dhdsp/library/toolkit/>

### RECOMMENDATIONS AND TIPS FOR A HEALTHIER WORKPLACE

#### **Stretches You Can Do In Your Office**

Click on the slides from the Mayo Clinic to get photos and instructions of gentle stretches to do in the workplace. The videos demonstrate stretching exercises for healthy hands, wrists, shoulders, necks and backs.

<http://www.mayoclinic.com/health/stretching/WL00030>

#### **Ergonomics for Computer Workstations**

The Division of Occupational Health and Safety from the NIH gives detailed instructions on how to create the most ergonomically correct workstations. The site shows workers how to perform eye exercises, musculoskeletal exercises, and stretches to reduce fatigue while working at a computer.

[http://dohs.ors.od.nih.gov/ergo\\_computers.htm](http://dohs.ors.od.nih.gov/ergo_computers.htm)

#### **Fitness at Work**

Fit City Challenge from Mecklenberg County, North Carolina provides a great example of a program to improve the health of the entire community. Tools include desk exercises, tips for lunchtime workouts, starting a company sports team, and physical activity policies.

<http://www.fitcitychallenge.org/>

#### **Plain Language About Shiftwork**

The Centers for Disease Control and Prevention and the National Institute for Occupational Safety and Health published this document for coping with shiftwork. This material would be useful for businesses and workers alike.

<http://www.cdc.gov/niosh/pdfs/97-145.pdf>

<http://www.cdc.gov/spanish/niosh/docs/97-145sp.html>

 **SPAN**

# RESOURCES FOR HEALTH CARE PROFESSIONALS

## Introduction

Our acute health care model is gradually transforming into a preventive, self-management model. Health providers are now faced with responding to self-educated patients who are utilizing information from the Internet and other sources, requiring providers to possess excellent communication skills and knowledge of quality online resources to which they can redirect their patients. This shift makes it necessary for hospital libraries, health educators, and disease prevention/health promotion programs to partner with public libraries to share resources for disseminating timely, culturally sensitive, and accurate health information to consumers.

The results of two surveys prompted the inclusion of this section of resources for health professionals. In 2007 the California State Library conducted a survey of public libraries to learn how the State Library could help them improve their capacity to provide reliable consumer health information for users. A separate survey queried health providers to learn about their knowledge, perceptions, and concerns regarding public libraries as health information providers. The surveys validated the State Library's hypothesis that creating connections between public libraries and health providers holds the promise of improving health literacy in communities.

The prevailing consensus among health providers was that mechanisms should be in place to ensure that when consumers access health information through a library, they will only encounter quality information. A significant portion of providers were not aware of libraries' abilities to help consumers find quality health information, or that librarians have continuing opportunities for specific training in this area. Given these capabilities, there are clear opportunities for capacity building and for potential partnerships between health providers, public libraries, and community health organizations.

This section is designed to be a starting point for health professionals to improve their understanding of health literacy issues and their communication skills so that patient-provider conversations will result in improved health literacy and improved health outcomes for the patient. Providers may wish to explore other sections of the Toolkit, particularly the collection of reliable health web sites in Health Resources. The

entire Toolkit provides a comprehensive look at the knowledge, skills and services that public libraries provide to the public. It is the hope of the authors that this will stimulate interest and potential for partnerships between health providers and local libraries.

## Objectives

- Provide resources for health providers for to improve knowledge of health literacy
- Identify tools for improved communication between providers and their patients
- Increase awareness of the benefits of partnering with librarians





## Resources for Health Care Professionals

### **Quick Guide to Health Literacy**

This guide contains a basic overview of key health literacy concepts and techniques for improving health literacy through communication, navigation, knowledge-building, and advocacy. It covers cultural and linguistic competence, health outcomes, improving the usability of health information, and helping patients understand so they can make good health decisions.

<http://www.health.gov/communication/literacy/quickguide/Quickguide.pdf>

### **Harvard School of Public Health, Health Literacy Studies**

This page is a good overview of the topic from a research standpoint and includes an introductory slide presentation. From here users can navigate to strategies and tools to put research into practice. The site is designed for professionals in health and education who are interested in health literacy materials, including curricula for health literacy programs.

<http://www.hsph.harvard.edu/healthliteracy/overview/>

### **Health Literacy and Patient Safety: Help Patients Understand**

The American Medical Association Foundation created this educational kit to inform physicians, health care professionals, and patient advocates about health literacy. The kit can be ordered, and the materials are also available for downloading and viewing direct from the web site. The health literacy kit includes an instructional video on DVD and CD-ROM (also available on VHS), an in-depth manual for clinicians, and additional resources for education and involvement. The manual is available as a PDF file. Also, Continuing Medical Education credit is offered for these educational materials (2.5 hours CME).

<http://www.amafoundation.org/go/healthliteracy>

### **American Medical Association Foundation Videos**

For a compelling look at the reality faced by many patients, the video “Low Health Literacy: You Can’t Tell by Looking” features actual physicians and office staff interacting with real patients challenged by low health literacy. The 2007 video, “Health Literacy and Patient

Safety: Help Patients Understand” gives more detailed techniques and specific steps for physicians and their staff on helping patients with limited health literacy.

<http://ama-assn.org/ama/pub/about-ama/ama-foundation/our-programs/public-health/health-literacy-program/health-literacy-video.shtml>

## RESEARCH AND FINDINGS

### **The Health Literacy of America’s Adults**

From the National Center for Education Statistics, the 2003 National Assessment of Adult Literacy (NAAL) was the first large-scale national assessment to contain a component designed specifically to measure health literacy. This report sheds light on a number of background variables and the relationship with health literacy, providing insight for the development of health information that can be tailored to specific audiences for better understanding.

<http://nces.ed.gov/Naal/health.asp>

### **Health Literacy: A Prescription to End Confusion**

By Lynn Nielsen-Bohlman, et al, 2004, Committee on Health Literacy, Institute of Medicine,

ISBN-10: 0-309-09117-9

Millions of Americans cannot understand or act upon the health information given to them by modern health systems. This report is a classic in the field of health literacy, covering social and economic implications and strategies to promote a health literate society. The web site provides a PDF version and the option to purchase the hardcover book. Also, the entire text can also be viewed at the link provided.

<http://www.iom.edu/Reports/2004/Health-Literacy-A-Prescription-to-End-Confusion.aspx>

### **Literacy and Health Outcomes**

This report prepared in 2004 by the Agency for Healthcare Research and Quality offers a systematic review and analysis of the literature to date regarding the relationship between literacy and health outcomes and the evidence about interventions intended to improve the health of people with low literacy.

<http://www.ahrq.gov/downloads/pub/evidence/pdf/literacy/literacy.pdf>



## Resources for Health Care Professionals

### **PDF** What Did the Doctor Say?: Improving Health Literacy to Protect Patient Safety

This 2007 Joint Commission report is the culmination of a roundtable discussion addressing health literacy. Believing that many people play a role in improving health literacy, the roundtable discussion offers methods for tackling the underlying problems of health literacy, the impact of low health literacy and patient safety, and the current state of health care communication.

[http://www.jointcommission.org/NR/rdonlyres/D5248B2E-E7E6-4121-8874-99C7B4888301/0/improving\\_health\\_literacy.pdf](http://www.jointcommission.org/NR/rdonlyres/D5248B2E-E7E6-4121-8874-99C7B4888301/0/improving_health_literacy.pdf)

## ASSESSMENTS AND TRAINING MATERIALS

### **PDF** Health Literacy Universal Precautions Toolkit

From the University of North Carolina at Chapel Hill for AHRQ, this well-designed toolkit can be used in sections or as a medical practice assessment and improvement plan. The entire document is 226 pages, but the online version breaks out individual sections. The toolkit provides step-by-step guidance and tools for assessing a practice and making changes to improve communications with patients of all literacy levels.

<http://www.nchealthliteracy.org/toolkit/>

[http://www.nchealthliteracy.org/toolkit/toolkit\\_w\\_appendix.pdf](http://www.nchealthliteracy.org/toolkit/toolkit_w_appendix.pdf)

### Addressing Health Literacy, Cultural Competency, and Limited English Proficiency

This is a free online learning course that increases users' awareness and knowledge of the three main factors that affect communication with patients: health literacy, cultural competency, and low English proficiency. The course has five modules and takes a total of five hours to complete. Unified Health Communication (UHC) 101(course ID 1010510) offers continuing education credits in the form of CEU/CE, CHES, CME, and CNE. UHC 100(course ID 1010508) is offered as a no-credit course. Please refer to the web site for more details.

<http://www.hrsa.gov/healthliteracy/>

### Health Information Literacy

From the Medical Library Association (MLA), this site offers materials for health professionals, medical librarians and consumers. This page is a rich collection of resources related to health literacy, including information and links to fact sheets, brochures, toolkits, and project ideas for health literacy.

<http://www.mlanet.org/resources/healthlit/index.html>

### Prescription for Information: Addressing Health Information Literacy

Created by a librarian from the National Network of Libraries of Medicine Pacific Northwest Region, this is an online health information literacy tutorial for health professionals. As described on the site, the tutorials "...emphasize the importance of health literacy and the challenges patients face in understanding medical terminology, the impact that low health literacy has on patient care, health information resources, and health literacy services provided by health sciences librarians." This tutorial is based upon the health information literacy curriculum, "Putting Information into Health Literacy," developed for the MLA Health Information Literacy project. The tutorial is free, but requires registration.

<http://mla.mrooms.org/>

### Health Literacy for Public Health Professionals

To help public health professionals respond to the problem of limited health literacy, the Centers for Disease Control and Prevention (CDC) launched a free online training program. The purpose of this training is to educate public health professionals, nurses, and health educators about limited health literacy and their role in addressing it in a public health context. This web-based course can be accessed 24/7 by any computer with Internet access. It takes between one and a half to two hours to complete. Trainees can earn a variety of continuing education credits.

[http://www2a.cdc.gov/TCEOnline/registration/detailpage.asp?res\\_id=2074](http://www2a.cdc.gov/TCEOnline/registration/detailpage.asp?res_id=2074)

### Institute for Healthcare Advancement

For nearly a decade, IHA has offered a two-day health literacy conference annually for health care providers and health educators. Additionally, IHA produces the "What to Do for Health" books, a series of easy-

## Resources for Health Care Professionals

to-read books that are often provided to patients in clinical settings. Companion training materials are available for use with book recipients. The “What to Do When Your Child Gets Sick” title is available in several languages, while the others are in English and Spanish. The second link below provides information about the series.

<http://www.iha4health.org>

<http://www.iha4health.org/default.aspx/MenultemID/191.htm> **EASY** **MULTI**

### IMPROVING COMMUNICATION WITH PATIENTS

#### Information Rx

Sponsored by the National Library of Medicine, the Information Rx program provides free information prescription pads and materials for physicians, librarians, and other health care professionals. An information prescription can be helpful for patients or caregivers who want more information, but need to know the which web site to use or what to ask at the library.

<http://informationrx.org>

#### Helpful Tip:

##### Recommending Health Web Sites for Patients and Caregivers

The Health Resources section of this Toolkit is a collection of authoritative, up-to-date health web sites that you can recommend with confidence to your patients. All of the resources were hand-picked by a team of knowledgeable librarians, and each resource was required to meet strict quality criteria to be included. Patients are researching information from all sorts of web sites, many of dubious origin, intent and/or content. Take every opportunity to steer your patients to high quality information, starting with [MedlinePlus.gov](http://www.ncbi.nlm.nih.gov/pmc/articles/PMC2776022/), so that you can be assured that they are finding good information that you can discuss during their next visit. Use the InformationRx prescription pad (see link on this page) to write an information prescription for the patient who wants to know more about his or her health concern.

#### **PDF** Ask Me 3

From the National Patient Safety Foundation and the Partnership for Clear Health Communication, Ask Me 3 is a patient education program designed to promote communication between health care providers and patients in order to improve health outcomes. The first link takes you to the section for providers and organizations. The second link provides a quick guide on what providers can do at the point of care to promote better communications with patients; it also offers a link for free, downloadable materials in PDF format. This includes brochures in six languages, a poster, and other helpful materials for providers.

<http://www.npsf.org/askme3/PCHC/>

[http://www.npsf.org/askme3/PCHC/what\\_can\\_provid.php](http://www.npsf.org/askme3/PCHC/what_can_provid.php)

**MULTI**

#### Questions are the Answer

This consumer education campaign from the Agency for Healthcare Research and Quality (AHRQ) may be worthwhile to recommend to your patients. The site helps patients learn how to ask the right questions when they visit with a health professional so they can make better health care decisions and receive better care. The site includes an interactive question builder tool that patients can take with them to their next appointment.

<http://www.ahrq.gov/questionsaretheanswer/>

<http://www.ahrq.gov/questionsaretheanswer/questionBuilder.aspx>

#### Patient Safety Tools: Improving Safety at the Point of Care

AHRQ produced these 17 toolkits under the Partnerships in Implementing Patient Safety (PIPS) grant program. The toolkits include a variety of evidence-based tools – including training materials, medication guides and checklists – that are easily adapted to other institutions and care settings. The tools were developed in the field and are designed to be implemented by multidisciplinary users. Some of the toolkits are specific to communication with patients and caregivers.

<http://www.ahrq.gov/qual/pips/index.html>

## Resources for Health Care Professionals

### Time to Talk

In a recent survey of adults age 50+, two out of three reported using some form of complementary and alternative medicine (CAM), yet only one in three discussed it with their health care providers. The National Center for Complementary and Alternative Medicine (NCCAM) created Time to Talk to open a dialogue between patients and providers about the use of herbs, supplements, and other CAM therapies. The “For Physicians” link below provides helpful strategies for talking to patients about their use of CAM.

<http://nccam.nih.gov/timetotalk/forphysicians.htm>

### Culture Clues™

The Patient and Family Education Services department at the University of Washington Medical Center developed an excellent resource for clinicians, the Culture Clues tip sheets. The sheets are designed to increase awareness about cultural beliefs and preferences for patient populations who are deaf and hard of hearing, Albanian, Latino, Russian, Somali and several Asian groups. A limited amount of additional information is available for end-of-life cultural beliefs. UWMC provides these for reprint by your organization; please note the requirements for using the materials.

<http://depts.washington.edu/pfes/CultureClues.htm>

### Hablamos Juntos: Improving Patient-Provider Communication for Latinos

Hablamos Juntos (“we speak together”) is a project from the UCSF Fresno Center for Medical Education & Research (a branch of the UCSF School of Medicine) and is designed to help improve patient-provider communications for Latinos. The Resource Library includes a section on Universal Symbols for Health Care and several online bilingual dictionaries of health terms.

<http://www.hablamosjuntos.org/default.about.asp>

<http://www.hablamosjuntos.org/resources/default.resources.asp> 

### Hablamos Juntos - More than Words

The More Than Words section and its Toolkit Series are resources that clarify the translation process – and provide a roadmap to help health care organizations improve the quality of their translated materials. There

are a total of seven tools of interest to health care providers and organizations.

<http://www.hablamosjuntos.org/mtw/index.asp>

<http://www.hablamosjuntos.org/mtw/default.toolkit.asp>

## CREATING CONSUMER/PATIENT HANDOUTS

### How to Write Easy-to-read Materials

This information page from MedlinePlus.gov describes the essential elements of easy-to-read information and presents four key steps to creating health education materials for patients with lower reading abilities.

<http://www.nlm.nih.gov/medlineplus/etr.html>

### Pfizer Clear Health Communication Initiative for Physicians and Providers

This resource covers the basics of health communication and provides several links to tools and resources useful for any health professional who desires to have better communication with patients. For instance, providers can find several of the Newest Vital Sign screening tools in the Risk Assessment & Screening section in addition to the Prevalence Calculator.

<http://www.pfizerhealthliteracy.com/physicians-providers/default.html>

### Pfizer Principles for Clear Health Communication Handbook

This 86-page handbook from Pfizer was developed in partnership with leading health literacy experts Leonard and Cecilia Doak and Pfizer, and it provides guidelines for creating health information that is accessible to a broad consumer audience.

<http://pfizerhealthliteracy.com/pdf/PfizerPrinciples.pdf>

### People-Sheets

This is a commercial resource that enables health care professionals to create low-cost patient handouts. The company provides template sheets that can be customized for a particular patient group or reading level. Free medical content that can be adapted is provided from quality sources (e.g., National Institutes of Health).

<http://www.people-sheets.com>



